



***PUBLIC TRANSPORTATION DIVISION
NORTH CAROLINA DEPARTMENT OF TRANSPORTATION***



**Urban, Regional Urban and Community Transportation Systems
Operating Statistics Summary
JULY 2006 – JUNE 2007**

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FY2007 Operating Statistics

Executive Summary

Transit Ridership Continues Steady Climb

Ridership on North Carolina public transit systems continues to grow. During FY2007, transit systems provided a total of 56.8 million passenger trips, an increase of 1.45 percent over the previous year's ridership totals.

Transit ridership has been growing since the late 1990s, reversing a slight downward trend during the mid- to late 1990s. Ridership statewide has increased 54 percent since FY1997, due in part to the implementation of several urban transit systems in cities that were without public transportation (Cary, Concord, Goldsboro and Jacksonville), the creation of a regional urban transit system in the Piedmont Triad in 2003, significantly expanded service in a number of cities, and fare-free service initiated in Chapel Hill.

Transportation demand management strategies in five urban areas – Asheville, Charlotte, the Triad, the Triangle and Wilmington – have also influenced transit ridership. The North Carolina Department of Transportation officially began funding local TDM programs in 2004. These programs strive to reduce single-occupant vehicle miles traveled, thereby reducing emissions that are harmful to our health, by encouraging more use of public transit, carpooling, walking, cycling and telecommuting.

In addition to ridership, other widely used measures in the transit industry, vehicle revenue miles and vehicle revenue hours, also reflect growth in North Carolina. (See charts on page 7.) Total vehicle revenue miles, the miles a vehicle travels while in revenue service, i.e., operating along a route, have increased from 46.2 million in FY1997 to 83 million in FY2007, an increase of 80 percent. Likewise, total vehicle revenue hours, the hours a vehicle travels while in revenue service, i.e., operating along a route, have increased from 3 million in FY1997 to 5 million in FY2007, an increase of 67 percent.

Urban Transit: FY2007 saw six of the 21 urban systems yield an increase of above 10 percent in passenger trips. Overall, urban systems saw a 2.23 percent increase when compared with the previous year's (FY2006) ridership. The six urban systems with significant gains in passenger trips were:

CARY: Increase in passengers, vehicle revenue miles and vehicle revenue hours by 164.53 percent, 138.10 percent and 126.77 percent, respectively, resulting from the first full fiscal year of operating three fixed routes. Prior to December 2005, Cary operated dial-a-ride service only.

JACKSONVILLE: Increase in passenger trips by 35.44 percent resulting from more evening riders due to routing improvements.

ASHEVILLE: Increase in passengers by 29.33 percent and vehicle revenue hours by 22.80 percent due to the city's fare-free program from mid-August to mid-November and the addition of evening service.

GREENSBORO: Increase in passengers, vehicle revenue miles and vehicle revenue hours by 26.30 percent, 32.17 percent and 27.46 percent, respectively, due to the implementation of the HEAT (Higher Education Area Transit) service. Additionally, improvements to service frequency of all daytime routes from one-hour to 30-minute service have had a positive effect on passenger ridership.

CONCORD/KANNAPOLIS: Increase in passengers by 20.62 percent due to the system's continued growth and increase in public awareness as well as the first full fiscal year with Saturday service.

GREENVILLE: Increase in passenger trips by 10.68 percent due to implementation of service modifications to better serve the needs of passengers, such as adding bus stops and offering additional afternoon service. Also, marketing of the system through the city's television channel in conjunction with a video about the GREAT system continues to attract new riders.

Community transportation systems provided a total of 6,667,004 passenger trips during FY2007, a decrease of 4.09 percent from the 6,951,091 trips provided in FY2006.

SINGLE-COUNTY COMMUNITY TRANSPORTATION: Seventy-one rural transit systems in North Carolina provide demand response, subscription and/or deviated fixed-route services for the state's rural citizens. These transportation services are predominantly provided within the sponsoring county, but may include service to out-of-county destinations depending on local restrictions. These transit systems provide human service and general public transportation. Human service agencies are typically billed for transportation services by the mile or trip. The transit systems had a 1.69 percent increase in service miles in FY2007 but saw ridership decrease by 8.24 percent. Although there was a decrease in the number of trips provided in FY2007, the distance passengers rode was longer. The average trip length was more than a mile and one-tenth longer than the trips provided in FY2006. A 6.96 percent increase in revenue was due to increases in grant funds and the addition of fuel surcharges to billing rates. Proportionally, more miles and hours of service resulted in a 4.70 percent increase in expenses. The cost per mile went up 4 cents and the cost per trip went up \$1.65. Sixty-seven percent of the single-county community transportation systems ended the year with a balanced budget or a surplus.

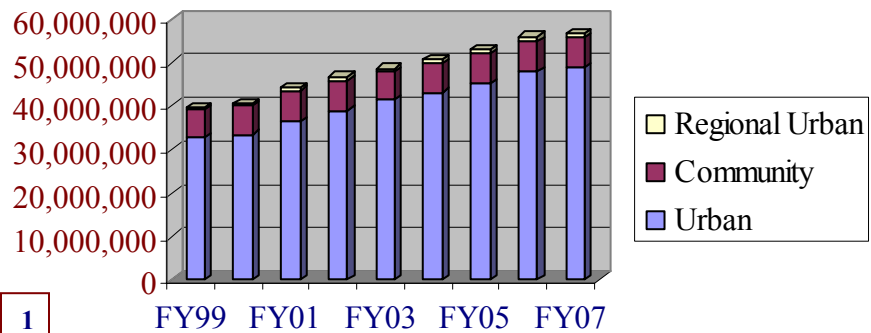
COMMUNITY TRANSPORTATION REGIONAL SYSTEMS: Seven rural transit systems in North Carolina are regionalized and provide transportation services in more than one county and across county boundaries. These systems

typically provide subscription and demand-response service. There was a 4.27 percent increase in ridership in FY2007 in addition to the increase to miles and hours reported. The average trip length was eight miles. Revenue increased 11.86 percent due to increases in grant funds and fuel surcharges to billing rates. An increase of 9.57 percent in expenses was due in part to rising gasoline prices and labor costs resulting from the additional service provided. In FY2007, regional systems continued to operate at less cost per trip, hour and mile than single-county systems.

HUMAN SERVICE TRANSPORTATION SYSTEMS: Human service transportation systems are continuing to provide safe, reliable, coordinated transportation for human service agency clients in an efficient and cost-effective manner. There were a total of 110, 249 passenger trips recorded for the human service transportations systems during FY2007 or an increase of 11.3 percent over the previous year's ridership totals.

SMALL URBAN SYSTEM: One transit system (AppalCART) reports in this category. AppalCART provides fixed-route and paratransit service in Boone, a small urban community with a state university, and demand-response service for residents in Watauga County. During FY2007 AppalCART experienced an increase in ridership of 12.54 percent and revenue was up 15.01 percent. However, the transit system ended the year with a small deficit.

Growth of N.C. Public Transportation Ridership (FY1997- FY2007)



1

N.C. Public Transit Growing In Riders, Miles and Hours

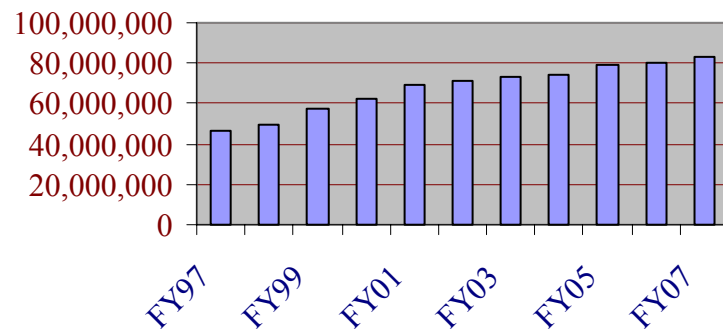
North Carolina's public transit systems continue to grow.

(1) During FY2007, transit systems provided 56.8 million passenger trips, a slight increase over FY2006 ridership but an impressive 54 percent since FY1997.

(2) Total vehicle revenue miles have increased from 46.2 million in FY1997 to 83 million in FY2007, an increase of 80 percent.

(3) Likewise, total vehicle revenue hours have increased from 3 million in FY1997 to 5 million in FY2007, an increase of 67 percent.

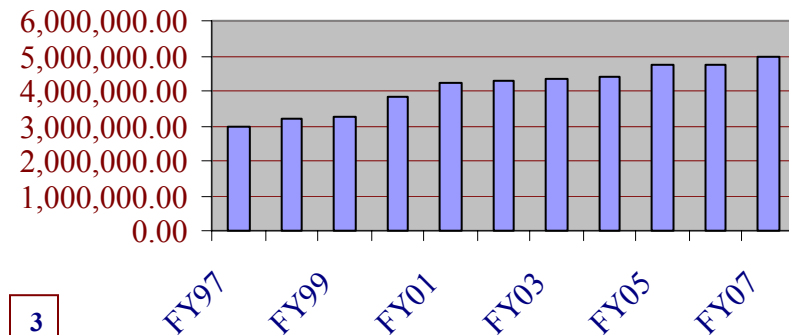
Growth of Vehicle Revenue Miles* Urban, Community and Regional Urban Public Transportation Systems Combined (FY1997- FY2007)



2

*The miles a vehicle travels while in revenue service, i.e., operating along a route.

Growth of Vehicle Revenue Hours* Urban, Community and Regional Urban Public Transportation Systems Combined (FY1997- FY2007)



3

*The hours a vehicle travels while in revenue service, i.e., operating along a route.

Urban Transportation Systems

Regional Urban Transportation Systems

Community Transportation Systems

Combined Operating Statistics Summary

July 2006 - June 2007

Number of Transit Systems	106
Total Peak Hour Vehicles	2,480
Total Passengers	56,781,441
Total Revenue Vehicle Miles*	83,010,415
Total Revenue Vehicle Hours**	4,975,662

* Counted as total vehicle service miles in community transportation systems

** Counted as total vehicle service hours in community transportation systems

Operating statistics for urban, regional urban and community transportation systems and detailed information for each public transportation system follows:

- **Urban Transportation Systems – page 9**
- **Regional Urban Transportation Systems – page 33**
- **Community Transportation Systems – page 42**

Urban Transportation Systems

Operating Statistics Summary July 2006 - June 2007

Number of Transit Systems	21
Total Peak Hour Vehicles	838
Total Passengers	48,972,033
Total Vehicle Revenue Miles	33,340,552
Total Vehicle Revenue Hours	2,378,207

Fixed-Route Segment

Total Peak Hour Vehicles.....	602
Total Passengers.....	47,937,854
Total Vehicle Revenue Miles.....	26,550,726
Total Vehicle Revenue Hours.....	1,945,481
Total Expenses.....	\$155,273,111
Total Revenue.....	\$32,151,212
Total Farebox Revenue.....	\$23,059,170
Net Operating Deficit.....	\$123,121,899
Average Passengers Per Bus Mile.....	1.81
Average Passengers Per Bus Hour.....	24.64
Average Farebox Revenue Per Passenger.....	\$0.48
Average Farebox Revenue/Total Expenses....	14.85%
Average Recovery Ratio.....	20.71%
Average Net Operating Deficit Per Passenger...	\$2.57

Dial-A-Ride Segment

Total Peak Hour Vehicles.....	236
Total Passengers.....	1,034,179
Total Vehicle Revenue Miles.....	6,789,826
Total Vehicle Revenue Hours.....	432,726
Total Expenses.....	\$22,794,112
Total Revenue.....	\$1,871,505
Total Farebox Revenue.....	\$1,697,484
Net Operating Deficit.....	\$20,922,607
Average Passengers Per Service Mile.....	0.15
Average Passengers Per Service Hour.....	2.39
Average Farebox Revenue Per Passenger.....	\$1.64
Average Farebox Revenue/Total Expenses.	7.45%
Average Recovery Ratio.....	8.21%
Average Net Operating Deficit Per Passenger.....	\$20.23

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) **TABLE 1: FIXED-ROUTE SEGMENT PASSENGERS, MILES AND HOURS**

(2) CITY	AM/PM PEAK PERIOD VEHICLES	MIDDAY VEHICLES	PASSENGERS	PERCENT CHANGE (FY06-07)	BUS REVENUE MILES	PERCENT CHANGE (FY06-07)	BUS REVENUE HOURS	PERCENT CHANGE (FY06-07)
JACKSONVILLE	1	1	15,677	35.44%	61,090	7.56%	4,006	-2.63%
HENDERSON COUNTY	2	2	64,965	0.62%	85,680	-0.73%	6,120	-5.34%
SALISBURY	3	3	144,978	4.58%	124,918	-9.40%	9,392	-1.73%
GOLDSBORO	4	4	208,835	-0.25%	196,961	0.25%	17,002	6.38%
GREENVILLE	4	4	250,145	10.68%	209,417	2.66%	15,451	8.42%
HICKORY	4	4	144,359	0.09%	228,843	5.38%	15,533	-25.10%
WILSON	4	4	159,285	-2.66%	190,639	-0.01%	12,644	0.12%
CARY	6	3	61,779	164.53%	383,324	138.10%	22,555	126.77%
CONCORD/KANNAPOLIS	6	6	365,591	20.62%	482,069	8.06%	26,881	6.41%
GASTONIA	6	6	283,788	0.43%	291,045	-3.27%	20,612	-2.53%
ROCKY MOUNT	6	6	320,392	3.70%	312,266	1.62%	18,468	0.80%
HIGH POINT	11	7	715,387	-0.98%	408,073	0.43%	29,791	0.50%
ASHEVILLE	16	16	1,486,451	29.33%	896,316	6.62%	71,500	22.80%
FAYETTEVILLE	16	14	1,110,205	-19.60%	718,842	2.03%	52,277	11.67%
WILMINGTON	29	27	1,549,922	9.83%	1,384,832	15.52%	91,987	3.37%
WINSTON-SALEM	31	25	2,767,647	-3.29%	1,353,340	-5.58%	115,480	-3.42%
DURHAM	36	32	4,684,536	5.29%	2,282,268	0.22%	169,584	1.99%
GREENSBORO	43	37	3,826,960	26.30%	1,768,268	32.17%	135,945	27.46%
RALEIGH	53	30	4,092,639	3.95%	2,299,442	8.64%	179,617	8.74%
CHAPEL HILL	60	30	5,900,478	0.45%	1,962,378	7.95%	162,700	11.95%
CHARLOTTE	261	133	19,783,835	-2.07%	10,910,715	5.21%	767,936	0.43%
TOTALS / AVERAGES	602	394	47,937,854	2.22%	26,550,726	7.02%	1,945,481	5.17%

TABLE 1 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or from NCDOT Operating Statistics reports.
- (2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

JACKSONVILLE: Increase in passengers by 35.44 percent resulting from an increase in evening ridership due to changes in routing.

GREENVILLE: Increase in passengers by 10.68 percent resulting from service modifications to better serve the needs of passengers, such as adding bus stops and offering additional afternoon service. Also, marketing of the system through the city's television channel in conjunction with a video about the GREAT system continues to get the message out to potential riders.

HICKORY: Decrease in bus revenue hours by 25.10 percent resulting from route changes that required fewer vehicles and fewer personnel.

CARY: Increase in passengers, bus revenue miles and bus revenue hours by 164.53 percent, 138.10 percent and 126.77 percent, respectively, resulting from the first full fiscal year of operating three fixed routes. Prior to December 2005, Cary operated dial-a-ride service only.

CONCORD/KANNAPOLIS: Increase in passengers by 20.62 percent due to the system's continued growth and increase in public awareness as well as the first full fiscal year with Saturday service.

ASHEVILLE: Increase in passengers by 29.33 percent and bus revenue hours by 22.80 percent due to the city's fare-free program from mid-August to mid-November and the addition of evening service.

FAYETTEVILLE: Decrease in passengers by 19.60 percent and increase in bus revenue hours by 11.67 percent, due to errors in FY2006 reporting. The current management team assumed duties in December 2007 and implemented more accurate recording methods.

WILMINGTON: Increase in bus revenue miles by 15.52 percent resulting from an increase in service provided to the University of North Carolina - Wilmington and the addition of a bus route to Columbus County.

GREENSBORO: Increase in passengers, bus revenue miles and bus revenue hours by 26.30 percent, 32.17 percent and 27.46 percent, respectively, due to increase in the frequency of all daytime routes from one hour to 30 minutes and the implementation of the HEAT (Higher Education Area Transit) service.

CHAPEL HILL: Increase in bus revenue hours by 11.95 percent resulting from additional buses added for service at a park-and-ride lot and for a university route.

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) **TABLE 2: FIXED-ROUTE SEGMENT EXPENSES AND REVENUE**

(2) CITY	TOTAL EXPENSES	TOTAL REVENUE	FAREBOX REVENUE	NET OPERATING DEFICIT	PERCENT CHANGE (FY06-07)
JACKSONVILLE	\$113,282	\$22,713	\$21,327	\$90,569	-5.91%
HENDERSON COUNTY	244,716	28,578	26,078	216,138	48.74%
SALISBURY	866,997	85,835	79,166	781,162	36.96%
GOLDSBORO	560,645	126,982	122,672	433,663	16.43%
GREENVILLE	963,734	164,073	150,039	799,661	8.34%
HICKORY	1,125,813	141,416	141,258	984,397	5.32%
WILSON	872,954	141,616	95,246	731,338	36.76%
CARY	1,147,582	70,195	70,195	1,077,387	89.05%
CONCORD/KANNAPOLIS	1,752,882	178,230	178,230	1,574,652	-3.50%
GASTONIA	1,721,674	165,995	164,107	1,555,679	10.92%
ROCKY MOUNT	737,464	155,624	131,740	581,840	-7.65%
HIGH POINT	1,850,747	439,453	401,007	1,411,294	11.78%
ASHEVILLE	3,942,461	611,271	553,763	3,331,190	25.49%
FAYETTEVILLE	3,081,266	559,711	504,815	2,521,555	1.17%
WILMINGTON	4,495,082	746,753	746,753	3,748,329	14.81%
WINSTON-SALEM	8,075,771	2,050,259	1,649,661	6,025,512	1.40%
DURHAM	13,361,933	2,626,135	2,517,097	10,735,798	3.17%
GREENSBORO	11,854,010	1,754,248	955,328	10,099,762	47.30%
RALEIGH	13,159,404	2,385,611	2,066,729	10,773,793	7.78%
CHAPEL HILL	10,357,889	483,217	396,020	9,874,672	11.42%
CHARLOTTE	74,986,805	19,213,297	12,087,939	55,773,508	5.08%
TOTALS/AVERAGES	\$155,273,111	\$32,151,212	\$23,059,170	\$123,121,899	9.50%

TABLE 2 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or from the NCDOT Financial Statistics reports and municipal audits.
- (2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

HENDERSON COUNTY: Increase in net operating deficit of 48.74 percent due to higher fuel costs and the fact that only partial operating data was available when Henderson switched to an urban system and revenue categories were different.

SALISBURY: Increase in net operating deficit of 36.96 percent due to increase in cost of fuel, vehicle parts, salaries, healthcare, advertising and training.

GOLDSBORO: Increase in net operating deficit of 16.43 percent due to higher fuel cost, higher cost for contracted services and higher maintenance cost of aging fleet. Additionally, contracted services in the amount of \$69,716 for FY2006 were not paid until FY2007, which distorts the percentage change.

WILSON: Increase in net operating deficit of 36.76 percent due to insurance not being included in FY2006 expenses.

CARY: Increase in net operating deficit of 89.05 percent due to change in method for allocating expenses/revenues between fixed-route and dial-a-ride services.

GASTONIA: Increase in net operating deficit of 10.92 percent, reflecting higher expenses due to the city hiring a director and an administrative assistant.

HIGH POINT: Increase in net operating deficit of 11.78 percent due to increased vehicle maintenance expenses.

ASHEVILLE: Increase in net operating deficit of 25.49 percent, reflecting higher operating expenses due to new evening service, which required additional personnel, and lower fare revenue due to fare-free program, which was offered for three months.

WILMINGTON: Increase in net operating deficit of 14.81 percent due to expanded service.

GREENSBORO: Increase in net operating deficit of 47.30 percent due to expanded service.

CHAPEL HILL: Increase in net operating deficit of 11.42 percent, reflecting higher expenses due to vehicle A/C repairs, filling three staff positions that had been vacant a majority of previous fiscal year, and higher health benefit and worker's comp costs.

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) **TABLE 3: FIXED-ROUTE SEGMENT OPERATING PERFORMANCE INDICATORS**

(2) CITY	PASSENGERS PER BUS MILE	PERCENT CHANGE (FY06-07)	PASSENGERS PER BUS HOUR	PERCENT CHANGE (FY06-07)
JACKSONVILLE	0.26	25.92%	3.91	39.09%
HENDERSON COUNTY	0.76	1.36%	10.62	6.30%
SALISBURY	1.16	15.43%	15.44	6.41%
GOLDSBORO	1.06	-0.50%	12.28	-6.23%
GREENVILLE	1.19	7.81%	16.19	2.08%
HICKORY	0.63	-5.01%	9.29	33.63%
WILSON	0.84	-2.65%	12.60	-2.78%
CARY	0.16	11.10%	2.74	16.65%
CONCORD/KANNAPOLIS	0.76	11.63%	13.60	13.35%
GASTONIA	0.98	3.82%	13.77	3.04%
ROCKY MOUNT	1.03	2.05%	17.35	2.88%
HIGH POINT	1.75	-1.41%	24.01	-1.47%
ASHEVILLE	1.66	21.30%	20.79	5.32%
FAYETTEVILLE	1.54	-21.20%	21.24	-28.00%
WILMINGTON	1.12	-4.93%	16.85	6.25%
WINSTON-SALEM	2.05	2.43%	23.97	0.13%
DURHAM	2.05	5.06%	27.62	3.24%
GREENSBORO	2.16	-4.44%	28.15	-0.91%
RALEIGH	1.78	-4.32%	22.79	-4.41%
CHAPEL HILL	3.01	-6.95%	36.27	-10.28%
CHARLOTTE	1.81	-6.92%	25.76	-2.49%
AVERAGES	1.81	-4.48%	24.64	-2.80%

TABLE 3 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or from the NCDOT Operating Statistics reports.
- (2) Noticeable changes in the performance indicators of individual transit systems may occur from year to year for a number of reasons, including:

The multiplier effect of a small positive change in one item in a calculation and a small negative change in the other item in a calculation. For example, a small decrease in passengers transported at the same time a small increase occurs in vehicle miles can result in a significant change in the passengers-per-mile indicator from the previous year. These fluctuations in operating and financial statistics are common.

Changes in the operating environment or the service areas for systems as a whole. The addition of new services or service areas typically will have a negative effect on performance indicators, at least initially.

Fixed-route services in urban areas tend to remain fairly constant over time. Change in “miles” data and performance indicators is usually mirrored by the change in “hours” data and performance indicators. Unit cost changes generally mirror the miles and hours data and indicators changes. Generally speaking, unless there is a significant change in the amount of service provided by a fixed-route operator or the fare charged to passengers, performance indicators will move in concert with the operating statistics.

The most meaningful explanation of performance indicator changes would be to examine the performance indicator trends for a group of operators and to explain only those individual system changes that are noteworthy.

1. Urban Systems as a Group

As a group, the urban systems’ performance on passengers per mile and passengers per hour decreased slightly. This primarily reflects the expansion of service by several systems, including extending/adding routes and increasing the frequencies.

2. Noteworthy Individual System Changes

JACKSONVILLE: Increase in passengers per bus mile and passengers per bus hour of 25.92 percent and 39.09 percent, respectively, reflecting an increase in evening ridership due to changes in routing.

HICKORY: Increase in passengers per bus hour of 33.63 percent due to decreased bus revenue hours resulting from route changes that required fewer vehicles and fewer personnel.

FAYETTEVILLE: Decrease in passengers per bus mile and passengers per bus hour of 21.20 percent and 28.00 percent, respectively, due to errors in FY2006 reporting. The current management team assumed duties in December 2007 and implemented more accurate recording methods.

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) **TABLE 4: FIXED-ROUTE SEGMENT FINANCIAL PERFORMANCE INDICATORS**

(2) CITY	FAREBOX REVENUE PER PASS.	PERCENT CHANGE (FY06-07)	FAREBOX REV./TOTAL EXPENSES	PERCENT CHANGE (FY06-07)	RECOVERY RATIO (3)	PERCENT CHANGE (FY06-07)	NET OPERATING DEFICIT PER PASS.	PERCENT CHANGE (FY06-07)
JACKSONVILLE	\$1.36	16.01%	18.83%	52.33%	20.05%	62.23%	\$5.78	-30.53%
HENDERSON COUNTY	0.40	6.39%	10.66%	-24.72%	11.68%	-24.91%	3.33	47.81%
SALISBURY	0.55	-5.81%	9.13%	-25.78%	9.90%	-22.00%	5.39	30.97%
GOLDSBORO	0.59	-12.35%	21.88%	-19.78%	22.65%	-17.89%	2.08	16.72%
GREENVILLE	0.60	10.19%	15.57%	10.95%	17.02%	7.67%	3.20	-2.11%
HICKORY	0.98	26.35%	12.55%	18.70%	12.56%	8.74%	6.82	5.23%
WILSON	0.60	-1.41%	10.91%	-26.26%	16.22%	-19.98%	4.59	40.50%
CARY	1.14	-3.71%	6.12%	32.62%	6.12%	32.62%	17.44	-28.54%
CONCORD/KANNAPOLIS.	0.49	0.48%	10.17%	22.99%	10.17%	22.99%	4.31	-20.00%
GASTONIA	0.58	-2.79%	9.53%	-10.72%	9.64%	-11.67%	5.48	10.44%
ROCKY MOUNT	0.41	28.63%	17.86%	37.22%	21.10%	24.52%	1.82	-10.95%
HIGH POINT	0.56	5.51%	21.67%	-4.82%	23.74%	-5.47%	1.97	12.89%
ASHEVILLE	0.37	-40.50%	14.05%	-33.50%	15.50%	-29.77%	2.24	-2.97%
FAYETTEVILLE	0.45	44.65%	16.38%	12.56%	18.16%	10.56%	2.27	25.84%
WILMINGTON	0.48	5.07%	16.61%	0.43%	16.61%	0.43%	2.42	4.53%
WINSTON-SALEM	0.60	5.78%	20.43%	5.03%	25.39%	-10.38%	2.18	4.85%
DURHAM	0.54	5.39%	18.84%	6.98%	19.65%	2.27%	2.29	-2.02%
GREENSBORO	0.25	-16.20%	8.06%	-25.16%	14.80%	-18.67%	2.64	16.62%
RALEIGH	0.50	-3.13%	15.71%	-7.18%	18.13%	3.02%	2.63	3.69%
CHAPEL HILL	0.07	9.49%	3.82%	-1.01%	4.67%	-5.43%	1.67	10.92%
CHARLOTTE	0.61	9.04%	16.12%	-5.42%	25.62%	27.56%	2.82	7.31%
AVERAGES	\$0.48	3.78%	14.85%	-5.59%	20.71%	11.18%	\$2.57	7.12%

TABLE 4 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or from NCDOT Operating Statistics and financial reports and municipal audits.
- (2) Noticeable changes in the performance indicators of individual transit systems may occur from year to year for a number of reasons, including:

The multiplier effect of a small positive change in one item in a calculation and a small negative change in the other item in a calculation. For example, a small decrease in passengers transported and the fares they paid at the same time a small increase occurs in total expenses can result in a significant change in the farebox revenue/total expenses indicator from the previous year. These fluctuations in operating and financial statistics are common.

Changes in the operating environment or the service areas for systems as a whole. The addition of new services or service areas typically will have a negative effect on performance indicators, at least initially.

Changes in system assets can affect performance indicators, i.e., replacing old, unreliable buses with new ones can significantly reduce maintenance costs and improve cost per mile, hour and passenger indicators.

Fixed-route services in urban areas tend to remain fairly constant over time. Generally speaking, unless there is a significant change in the amount of service provided by a fixed-route operator or the fare charged to passengers, performance indicators will move in concert with the operating statistics.

The most meaningful explanation of performance indicator changes would be to examine the performance indicator trends for a group of operators and to explain only those individual system changes that are noteworthy.

1. Urban Systems as a Group

As a group, the urban systems' performance on farebox revenue per passenger, recovery ratio and net operating deficit per passenger increased slightly over the previous year. Farebox revenue/total expenses declined slightly.

2. Noteworthy Individual System Changes

JACKSONVILLE: Increase in farebox revenue/total expenses and recovery ratio of 52.33 percent and 62.23 percent, respectively, and reduction of net operating deficit per passenger of 30.53 percent, reflecting increase in ridership and total revenue.

HENDERSON COUNTY: Increase in net operating deficit per passenger of 47.81 percent, reflecting increase in operating expenses and the fact that only partial operating data was available when Henderson switched to an urban system and revenue categories were different.

SALISBURY: Reduction of farebox revenue/total expenses of 25.78 percent and increase in net operating deficit per passenger of 33.97 percent, reflecting increase in operating expenses.

HICKORY: Increase in farebox revenue per passenger of 26.35 percent, reflecting increase in ridership.

WILSON: Reduction of farebox revenue/total expenses of 26.26 percent and increase in net operating deficit per passenger of 40.50 percent, reflecting increase in operating expenses.

CARY: Increase in farebox revenue/total expenses and recovery ratio of 32.62 percent and reduction in net operating deficit per passenger of 28.54 percent, reflecting a change in method for allocating expenses/revenues between fixed-route and dial-a-ride services.

ROCKY MOUNT: Increase in farebox revenue per passenger and farebox revenue/total expenses of 28.63 percent and 37.22 percent, respectively, reflecting increase in fares.

ASHEVILLE: Reduction in farebox revenue per passenger, farebox revenue/total expenses and recovery ratio of 40.50 percent, 33.50 percent and 29.77 percent, respectively. These changes reflect a decrease in farebox revenue due to the city's three-month fare-free program and higher operating expenses due to new evening service.

FAYETTEVILLE: Increase in farebox revenue per passenger and net operating deficit per passenger of 44.65 percent and 25.84 percent, respectively, due to errors in FY2006 reporting.

GREENSBORO: Reduction in farebox revenue/total expenses of 25.16 percent due to service expansion.

CHARLOTTE: Increase in recovery ratio of 27.56 percent, reflecting increase in total revenue.

(3) *Recovery Ratio* = *Total Revenue* (farebox and other operating revenues) divided by *Total Expenses*.

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) **TABLE 5: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT PASSENGERS, MILES AND HOURS**

(2)	CITY	AM/PM PEAK PERIOD VEHICLES	MIDDAY VEHICLES	PASSENGERS	PERCENT CHANGE (FY06-07)	REVENUE SERVICE MILES	PERCENT CHANGE (FY06-07)	REVENUE SERVICE HOURS	PERCENT CHANGE (FY06-07)
(3)	JACKSONVILLE	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	HENDERSON COUNTY	2	2	1,247	65.17%	8,401	213.35%	606	118.77%
	SALISBURY	3	3	6,906	8.64%	71,224	23.53%	5,430	10.21%
	GOLDSBORO	3	3	25,489	43.86%	N/A	N/A	N/A	N/A
	GREENVILLE	2	2	6,091	3.25%	71,920	18.23%	4,568	3.23%
	HICKORY	2	2	4,957	-43.82%	41,881	-47.90%	2,588	-37.58%
	WILSON	1	1	12,924	15.55%	25,419	-62.93%	1,363	-70.48%
	CARY	15	15	38,736	-2.33%	403,924	-7.74%	21,874	-5.16%
	CONCORD/KANNAPOLIS	6	6	1,454	41.85%	7,859	69.78%	663	28.99%
	GASTONIA	2	3	8,220	1.86%	64,677	-1.79%	3,810	-0.68%
	ROCKY MOUNT	N/A	N/A	5,917	-48.09%	52,762	-42.56%	3,140	-42.62%
	HIGH POINT	5	4	37,110	0.05%	127,281	9.40%	11,283	-7.74%
	ASHEVILLE	6	6	23,178	-4.40%	185,575	-6.39%	10,260	-4.99%
	FAYETTEVILLE	10	10	48,320	39.06%	175,883	-23.59%	13,165	-31.81%
	WILMINGTON	2	2	3,790	75.63%	15,341	39.40%	967	49.00%
	WINSTON-SALEM	22	21	132,031	9.67%	596,791	0.50%	41,728	3.36%
	DURHAM	33	33	81,885	0.60%	684,200	4.35%	41,154	3.65%
	GREENSBORO	32	19	180,238	2.81%	1,419,120	18.73%	77,087	9.92%
	RALEIGH	6	6	44,289	-60.70%	47,574	-62.24%	3,132	-59.19%
	CHAPEL HILL	16	11	75,396	-2.54%	393,423	4.12%	29,317	5.12%
	CHARLOTTE	68	68	296,001	-1.45%	2,396,571	-9.66%	160,591	21.73%
	TOTALS/AVERAGES	236	217	1,034,179	-3.94%	6,789,826	-3.38%	432,726	5.04%

TABLE 5 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or the NCDOT Operating Statistics reports.
- (2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

HENDERSON COUNTY: Increase in passengers, revenue service miles and revenue service hours of 65.17 percent, 213.35 percent and 118.77 percent, respectively. These increases reflect the system's first full year of operation.

SALISBURY: Increase in revenue service miles and revenue service hours of 23.53 percent and 10.21 percent, respectively, resulting from an increase in demand for ADA service and passengers taking longer trips.

GOLDSBORO: Increase in passengers of 43.86 percent due to error in FY2006 reporting. Goldsboro operates a deviated fixed-route service system to satisfy ADA requirements.

GREENVILLE: Increase in revenue service miles of 18.23 percent, reflecting more fixed-route service being offered, which led to increased demand for ADA service. Vehicle trips increased along with more demand-response trips, which are generally not shared with as many riders.

HICKORY: Decrease in passengers, revenue service miles and revenue service hours of 43.82 percent, 47.90 percent and 37.58 percent, respectively. These changes are due to discrepancies in reporting previous years' data. A different method for tracking ADA trips was implemented in FY2007. Total service of the consolidated system has actually increased.

WILSON: Increase in passengers of 15.55 percent, reflecting an increase in demand for ADA service. Decrease in revenue service miles and revenue service hours of 62.93 percent and 70.48 percent, respectively. These decreases were due to contractor changing to per-trip billing system on one of the services and not reporting miles and hours accurately.

CONCORD/KANNAPOLIS: Increase in passengers, revenue service miles and revenue service hours of 41.85 percent, 69.78 percent and 28.99 percent, respectively. These changes reflect an overall increase in all transit system services, due to increased awareness as the system continues to grow and the first full fiscal year with Saturday service.

ROCKY MOUNT: Decrease in passengers, revenue service miles and revenue service hours of 48.09 percent, 42.56 percent and 42.62 percent, respectively, due to errors in methods used to track and record trip data; more accurate recording methods have since been implemented.

FAYETTEVILLE: Increase in passengers of 39.06 percent and decrease in revenue service miles and revenue service hours of 23.59 percent and 31.81 percent, respectively, due to errors in FY2006 reporting. The current management team assumed duties in December 2007 and implemented more accurate recording methods.

WILMINGTON: Increase in passengers, revenue service miles and revenue service hours of 75.63 percent, 39.40 percent and 49.00 percent, respectively. The number of passenger trips has nearly doubled on the paratransit service due to more advertising and visibility of the bus system. Because Wave Transit has such a small number of paratransit passengers, any change in the number of passengers causes a relatively large percentage change. The revenue miles and hours have increased proportionally along with the increase in overall paratransit system passengers.

GREENSBORO: Increase in revenue service miles of 18.73 percent. The system provides Premium ADA Services, which is classified as area outside the mandated three-quarter mile service area but within the city limits of Greensboro. Although passenger trips increased only 2.81 percent, there was an increase of passenger trips traveled more in the Premium Service Area, which increased the revenue service miles by 18.73 percent.

RALEIGH: Decrease in passengers, revenue service miles and revenue service hours of 60.70 percent, 62.24 percent and 59.19 percent, respectively, due to the movement of more dial-a-ride connector service to fixed-route service.

CHARLOTTE: Increase in revenue service hours of 21.73 percent due to the expansion of additional service hours scheduled for both Saturday and Sunday.

- (3) Jacksonville operated only fixed-route service during FY2007 and contracted for complimentary ADA service.

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) **TABLE 6: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT EXPENSES AND REVENUE**

(2)	CITY	TOTAL	TOTAL	FAREBOX	NET	PERCENT
		EXPENSES	REVENUE	REVENUE	OPERATING DEFICIT	CHANGE (FY06-07)
(3)	JACKSONVILLE	N/A	N/A	N/A	N/A	N/A
	HENDERSON COUNTY	\$13,762	\$2,058	\$1,058	\$11,704	166.79%
	SALISBURY	109,275	13,554	13,554	95,721	13.15%
	GOLDSBORO	203,912	71,009	71,009	132,903	22.88%
	GREENVILLE	120,035	12,182	7,012	107,853	12.87%
	HICKORY	176,381	9,914	9,914	166,467	-30.14%
	WILSON	45,163	15,199	15,199	29,964	-85.92%
	CARY	1,494,865	53,825	53,825	1,441,040	10.74%
	CONCORD/KANNAPOLIS	37,940	7,638	5,089	30,302	-4.52%
	GASTONIA	144,724	14,344	14,344	130,380	-6.36%
	ROCKY MOUNT	68,703	15,820	15,820	52,883	-34.12%
	HIGH POINT	457,531	108,642	75,524	348,889	7.51%
	ASHEVILLE	276,117	32,152	32,152	243,965	-2.52%
	FAYETTEVILLE	770,228	38,870	38,870	731,358	-4.19%
	WILMINGTON	65,953	7,167	7,167	58,786	44.62%
	WINSTON-SALEM	1,685,423	747,421	746,952	938,002	15.94%
	DURHAM	2,426,762	139,048	139,048	2,287,714	10.48%
	GREENSBORO	4,863,314	161,635	29,920	4,701,679	10.14%
	RALEIGH	268,559	6,981	6,981	261,578	-56.86%
	CHAPEL HILL	2,006,102	1,924	1,924	2,004,178	21.68%
	CHARLOTTE	7,559,363	412,122	412,122	7,147,241	-8.72%
	TOTALS/AVERAGES	\$22,794,112	\$1,871,505	\$1,697,484	\$20,922,607	0.08%

TABLE 6 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or from the NCDOT Financial Statistics reports and municipal audits.
- (2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

HENDERSON COUNTY: Increase in net operating deficit of 166.79 percent. July 2006 to June 2007 represents a full year of operation as opposed to previous year. Demand-response program continues to grow and become popular among seniors.

SALISBURY: Increase in net operating deficit of 13.15 percent, reflecting increased operating expenses, due to higher gas prices and an increase in miles traveled.

GOLDSBORO: Increase in net operating deficit of 22.88 percent. The reporting for FY2006 was pro-rated incorrectly; therefore, it distorts the percent change. Goldsboro operates a deviated fixed-service system to satisfy ADA requirements.

GREENVILLE: Increase in net operating deficit of 12.87 percent, reflecting increased operating expenses, due to more fixed-route service being offered, which led to increased demand for ADA service.

HICKORY: Reduction in net operating deficit of 30.14 percent, reflecting decrease in passengers, revenue service miles and revenue service hours. These changes are due to discrepancies in reporting previous years' data. A different method for tracking ADA trips was implemented in FY2007. Total service of the consolidated system has actually increased.

WILSON: Reduction in net operating deficit of 85.92 percent, reflecting a decrease in revenue service miles and revenue service hours, due to contractor changing to per-trip billing system on one of the services and not reporting miles and hours accurately.

CARY: Increase in net operating deficit of 10.74 percent, reflecting a decrease in operating revenue. The system transitioned from a door-to-door town-wide system for all to a door-to-door service for ADA trips, after initiating fixed-route service in December 2005. The system operated three fixed routes for the first full fiscal year in FY2007.

ROCKY MOUNT: Reduction in net operating deficit of 34.12 percent, due to errors in methods used to track and record trip data; more accurate recording methods have since been implemented.

WILMINGTON: Increase in net operating deficit of 44.62 percent, reflecting increased operating expenses, due to more fixed-route service being offered, which led to increased demand for ADA service.

WINSTON-SALEM: Increase in net operating deficit of 15.94 percent, reflecting increased operating expenses. The system added another peak period vehicle, due to increased demand, which led to increased vehicle revenue hours.

DURHAM: Increase in net operating deficit of 10.48 percent, reflecting increased operating expenses, due to increased vehicle revenue miles and vehicle hours, which resulted from the system adding two more vehicles to its fleet.

GREENSBORO: Increase in net operating deficit of 10.14 percent, reflecting increased operating expenses due to increased vehicle service miles and vehicle service hours. The system provides Premium ADA Services, which is classified as area outside the mandated three-quarter mile service area but within the city limits of Greensboro. Although passengers increased only by 2.8 percent, it was determined that there was an increase of passenger trips traveled more in the Premium Service Area, which increased the vehicle revenue miles by 18.73 percent.

RALEIGH: Reduction in net operating deficit by 56.86 percent. All feeder/demand-response service was converted to fixed-route service January 1, 2007, decreasing trips, miles and hours for feeder/demand-response service.

CHAPEL HILL: Increase in net operating deficit of 21.68 percent, reflecting increased operating expenses, due to increased vehicle service miles and hours, and decreased farebox revenue, due to decrease in shared-ride ticket sales. National Transit Database modal split in FY2007 was 80/20 based on number of demand-response vehicles versus fixed-route vehicles. FY2006 National Transit Database report based the modal split on an 85/15 percentage split.

- (3) Jacksonville operated only fixed-route service during FY2007 and contracted for complimentary ADA service.

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) TABLE 7: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT OPERATING PERFORMANCE INDICATORS

(2) CITY	PASSENGERS PER SERVICE MILE	PERCENT CHANGE (FY06-07)	PASSENGERS PER SERVICE HOUR	PERCENT CHANGE (FY06-07)
(3) JACKSONVILLE	N/A	N/A	N/A	N/A
HENDERSON COUNTY	0.15	-47.29%	2.06	-24.50%
SALISBURY	0.10	-12.06%	1.27	-1.43%
(4) GOLDSBORO	N/A	N/A	N/A	N/A
GREENVILLE	0.08	-12.67%	1.33	0.02%
HICKORY	0.12	7.82%	1.92	-10.00%
WILSON	0.51	211.72%	9.48	291.40%
CARY	0.10	5.86%	1.77	2.97%
CONCORD/KANNAPOLIS	0.19	-16.45%	2.19	9.97%
GASTONIA	0.13	3.72%	2.16	2.55%
ROCKY MOUNT	0.11	-9.63%	1.88	-9.54%
HIGH POINT	0.29	-8.54%	3.29	8.44%
ASHEVILLE	0.12	2.13%	2.26	0.63%
FAYETTEVILLE	0.27	82.00%	3.67	103.92%
WILMINGTON	0.25	25.99%	3.92	17.87%
WINSTON-SALEM	0.22	9.12%	3.16	6.10%
DURHAM	0.12	-3.59%	1.99	-2.94%
GREENSBORO	0.13	-13.40%	2.34	-6.47%
RALEIGH	0.93	4.09%	14.14	-3.69%
CHAPEL HILL	0.19	-6.40%	2.57	-7.29%
CHARLOTTE	0.12	9.09%	1.84	-19.04%
AVERAGES	0.15	-0.58%	2.39	-8.55%

TABLE 7 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or the NCDOT Operating Statistics reports.
- (2) Noticeable changes in the performance indicators of individual transit systems may occur from year to year for a number of reasons, including:

The multiplier effect of a small positive change in one item in a calculation and a small negative change in the other item in a calculation. For example, a small decrease in passengers transported at the same time a small increase occurs in vehicle miles can result in a significant change in the passengers-per-mile indicator from the previous year. These small fluctuations in operating statistics are common.

Changes in the operating environment or the service areas for systems as a whole. The addition of new services or service areas usually negatively affect performance indicators initially.

Like fixed-route services, change in “miles” data and performance indicators is usually mirrored by the change in “hours” data and performance indicators.

The most meaningful explanation of performance indicator changes is to examine the performance indicator trends for a group of operators and to explain only those individual system changes that are noteworthy.

1. Urban Systems as a Group

As a group, the urban systems’ performance on passenger-per-service-mile and passenger-per-service-hour measures decreased slightly.

2. Noteworthy Individual System Changes

HENDERSON COUNTY: Decrease in passengers per service mile and passengers per service hour by 47.29 percent and 24.50 percent, respectively, reflecting more miles and hours covered. This change represents a full year of operation as opposed to previous year.

WILSON: Increase in passengers per service mile and passengers per service hour of 211.72 percent and 291.40 percent, respectively, reflecting a decrease in revenue service miles and revenue service hours, due to contractor changing to per-trip billing system on one of the services and not reporting miles and hours accurately.

FAYETTEVILLE: Increase in passengers per service mile and passengers per service hour of 82.0 percent and 103.92 percent, respectively, due to errors in FY2006 reporting. The current management team assumed duties in December 2007 and implemented more accurate recording methods.

WILMINGTON: Increase in passengers per service mile of 25.99 percent. The number of passengers has nearly doubled due to more advertising and visibility of the bus system.

- (3) Jacksonville operated only fixed-route service during FY2007 and contracted for complimentary ADA service.
- (4) Goldsboro operates a deviated fixed-route service system to satisfy ADA requirements.

**FY2007 OPERATING STATISTICS
URBAN PUBLIC TRANSPORTATION SYSTEMS**

(1) **TABLE 8: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT FINANCIAL PERFORMANCE INDICATORS**

(2)	CITY	FAREBOX	PERCENT	FAREBOX	PERCENT	RECOVERY	PERCENT	NET	PERCENT
		REVENUE	CHANGE	REV./TOTAL	CHANGE		CHANGE	OPERAT.	CHANGE
		PER PASS.	(FY06-07)	EXPENSES	(FY06-07)	RATIO (3)	(FY06-07)	DEFICIT	(FY06-07)
								PER PASS.	
(4)	JACKSONVILLE	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	HENDERSON COUNTY	\$0.85	-3.09%	7.69%	-29.66%	14.95%	-45.55%	\$9.39	61.53%
	SALISBURY	1.96	10.94%	12.40%	5.71%	12.40%	5.71%	13.86	4.15%
	GOLDSBORO	2.79	110.27%	34.82%	95.26%	34.82%	95.26%	5.21	-14.58%
	GREENVILLE	1.15	3.55%	5.84%	-4.51%	10.15%	-6.61%	17.71	9.31%
	HICKORY	2.00	100.00%	5.62%	57.41%	5.62%	57.41%	33.58	24.35%
	WILSON	1.18	-53.81%	33.65%	185.10%	33.65%	185.10%	2.32	-87.81%
	CARY	1.39	-17.72%	3.60%	-26.44%	3.60%	-26.44%	37.20	13.38%
	CONCORD/KANNAPOLIS	3.50	-0.43%	13.41%	40.76%	20.13%	25.34%	20.84	-32.69%
	GASTONIA	1.75	-10.62%	9.91%	-2.50%	9.91%	-2.50%	15.86	-8.07%
	ROCKY MOUNT	2.67	93.58%	23.03%	40.43%	23.03%	40.43%	8.94	26.92%
	HIGH POINT	2.04	4.46%	16.51%	-2.03%	23.75%	-2.41%	9.40	7.45%
	ASHEVILLE	1.39	-3.84%	11.64%	-5.03%	11.64%	-5.03%	10.53	1.96%
	FAYETTEVILLE	0.80	-19.65%	5.05%	15.79%	5.05%	15.79%	15.14	-31.11%
	WILMINGTON	1.89	-20.61%	10.87%	-3.20%	10.87%	-3.20%	15.51	-17.65%
	WINSTON-SALEM	5.66	-2.55%	44.32%	-4.31%	44.35%	-4.39%	7.10	5.72%
	DURHAM	1.70	-10.50%	5.73%	-17.45%	5.73%	-17.45%	27.94	9.82%
	GREENSBORO	0.17	50.72%	0.62%	41.05%	3.32%	-7.07%	26.09	7.13%
	RALEIGH	0.16	-30.07%	2.60%	-35.34%	2.60%	-35.34%	5.91	9.76%
	CHAPEL HILL	0.03	-18.49%	0.10%	-34.68%	0.10%	-34.68%	26.58	24.86%
	CHARLOTTE	1.39	11.34%	5.45%	19.10%	5.45%	19.10%	24.15	-7.38%
	AVERAGES	\$1.64	10.13%	7.45%	5.32%	8.21%	4.36%	\$20.23	4.18%

TABLE 8 FOOTNOTES

- (1) Data for this table comes from federal National Transit Database reports, if available, or from the NCDOT Operating Statistics and financial reports and municipal audits.
- (2) Noticeable changes in the performance indicators of individual transit systems may occur from year to year for a number of reasons, including:

The multiplier effect of a small positive change in one item in a calculation and a small negative change in the other item in a calculation. For example, a small decrease in passengers transported and the fares they paid at the same time a small increase occurs in total expenses can result in a significant change in the farebox revenue/total expenses indicator from the previous year. These fluctuations in operating and financial statistics are common.

Changes in the operating environment or the service areas for systems as a whole. The addition of new services or service areas typically will have a negative effect on performance indicators, at least initially.

Changes in system assets can affect performance indicators, i.e., replacing old, unreliable buses with new ones can significantly reduce maintenance costs and improve cost-per-mile, hour and passenger indicators.

Like fixed-route services, changes in unit costs generally mirror the miles and hours data and performance indicator changes.

The most meaningful explanation of performance indicator changes would be to examine the performance indicator trends for a group of operators and to explain only those individual system changes that are noteworthy.

1. Urban Systems as a Group

As a group, the urban systems' performance on overall financial performance measures increased.

2. Noteworthy Individual System Changes

HENDERSON COUNTY: Reduction in farebox revenue/total expenses and recovery ratio by 29.66 percent and 45.55 percent, respectively, and increase in net operating deficit by 61.53 percent because only partial operating data was available when Henderson switched to an urban system and revenue categories were different.

GOLDSBORO: Increase in farebox revenue per passenger, farebox revenue/total expenses and recovery ratio of 110.27 percent, 95.26 percent and 95.26 percent, respectively. The reporting for FY2006 was pro-rated incorrectly; therefore, it

distorts the percent change for all data reported. Goldsboro operates a deviated fixed-service system to satisfy ADA requirements.

HICKORY: Increase in farebox revenue per passenger, farebox revenue/total expenses, recovery ratio and net operating deficit per passenger by 100 percent, 57.41 percent, 57.41 percent and 24.35 percent, respectively. These changes are due to a fare rate change and discrepancies in reporting previous years' data. A different method for tracking ADA trips was implemented in FY2007.

WILSON: Reduction in farebox revenue per passenger and net operating deficit per passenger by 53.81 percent and 87.81 percent, respectively. Increase in farebox revenue/total expenses and recovery ratio of 185.10 percent and 185.10 percent, respectively. These changes were due to contractor changing to per-trip billing system on one of the services and not reporting miles and hours accurately.

CARY: Reduction in farebox revenue/total expenses and recovery ratio of 26.44 percent and 26.44 percent, respectively, reflecting a change in method for allocating expenses/revenues between fixed-route and dial-a-ride services.

CONCORD/KANNAPOLIS: Increase in farebox revenue/total expenses and recovery ratio of 40.76 percent and 25.34 percent, respectively, and reduction in net operating deficit per passenger of 32.69 percent. These changes reflect an overall increase in all transit system services, due to increased awareness as the system continues to grow and the first full fiscal year with Saturday service.

ROCKY MOUNT: Increase in farebox revenue per passenger, farebox revenue/total expenses, recovery ratio and net operating deficit per passenger by 93.58 percent, 40.43 percent, 40.43 percent and 26.92 percent, respectively, due to errors in methods used to track and record trip data. More accurate recording methods have since been implemented.

FAYETTEVILLE: Reduction in net operating deficit per passenger by 31.11 percent, due to errors in FY2006 reporting.

GREENSBORO: Increase in farebox revenue per passenger and farebox revenue/total expenses of 50.72 percent and 41.05 percent, respectively. These changes reflect an increase in ridership and fares.

RALEIGH: Reduction in farebox revenue per passenger, farebox revenue/total expenses and recovery ratio of 30.07 percent, 35.34 percent and 35.34 percent, respectively. All feeder/demand-response service was converted to fixed-route service January 1, 2007, decreasing trips, miles and hours for feeder/demand-response service.

CHAPEL HILL: Reduction in farebox revenue/total expenses and recovery ratio by 34.68 percent and 34.68 percent, respectively. These changes reflect a slight decline in passengers and decreased farebox revenue, due to decrease in shared-ride

ticket sales. National Transit Database modal split in FY2007 was 80/20 based on number of demand-response vehicles versus fixed-route vehicles. FY2006 National Transit Database report based the modal split on an 85/15 percentage split.

- (3) *Recovery Ratio* = *Total Revenue* (farebox and other operating revenues) divided by *Total Expenses*.
- (4) Jacksonville operated only fixed-route service during FY2007 and contracted for complimentary ADA service.

Regional Urban Transportation Systems

Operating Statistics Summary July 2006 - June 2007

Number of Transit Systems	2
Total Peak Hour Vehicles	67
Total Passengers	1,142,404
Total Vehicle Revenue Miles	3,057,181
Total Vehicle Revenue Hours	151,263

Fixed-Route Segment

Total Peak Hour Vehicles.....	61
Total Passengers.....	1,129,639
Total Vehicle Revenue Miles.....	2,865,601
Total Vehicle Revenue Hours.....	144,801
Total Expenses	\$11,090,968
Total Revenue.....	\$1,488,035
Total Farebox Revenue.....	\$1,461,658
Net Operating Deficit.....	\$9,602,933
Average Passengers Per Bus Mile.....	0.39
Average Passengers Per Bus Hour.....	7.80
Average Farebox Revenue Per Passenger.....	\$1.29
Average Farebox Revenue/Total Expenses....	13.18%
Average Recovery Ratio.....	13.42%
Average Net Operating Deficit Per Passenger...	\$8.50

Dial-A-Ride Segment

Total Peak Hour Vehicles.....	6
Total Passengers.....	12,765
Total Vehicle Revenue Miles.....	191,580
Total Vehicle Revenue Hours.....	6,462
Total Expenses.....	\$895,995
Total Revenue.....	\$53,826
Total Farebox Revenue.....	\$53,826
Net Operating Deficit.....	\$842,169
Average Passengers Per Bus Mile.....	0.07
Average Passengers Per Bus Hour.....	1.98
Average Farebox Revenue Per Passenger.....	\$4.22
Average Farebox Revenue/Total Expenses.....	6.01%
Average Recovery Ratio.....	6.01%
Average Net Operating Deficit Per Passenger.....	\$65.97

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) **TABLE 1: FIXED-ROUTE SEGMENT PASSENGERS, MILES AND HOURS**

(2) REGIONAL SYSTEM	AM/PM PEAK PERIOD VEHICLES	MIDDAY VEHICLES	PASSENGERS	PERCENT CHANGE (FY06-07)	BUS REVENUE MILES	PERCENT CHANGE (FY06-07)	BUS REVENUE HOURS	PERCENT CHANGE (FY06-07)
PIEDMONT AUTHORITY	14	9	287,354	21.47%	899,141	43.23%	50,121	63.94%
TRIANGLE TRANSIT	47	13	842,285	4.95%	1,966,460	-0.48%	94,680	5.28%
TOTALS / AVERAGES	61	22	1,129,639	8.71%	2,865,601	10.06%	144,801	20.16%

TABLE 1 FOOTNOTES

(1) Data for this table comes from the federal National Transit Database report and the NCDOT Operating Statistics report.

(2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

PIEDMONT AUTHORITY: Increase in passengers, bus revenue miles and bus revenue hours of 21.47 percent, 43.23 percent and 63.94 percent, respectively, reflecting service expansion and increase in vehicle fleet. The system added new services on U.S. 52, U.S. 421, Eastern Forsyth County; expanded business park shuttles; and increased frequency on U.S. 52 service.

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) **TABLE 2: FIXED-ROUTE SEGMENT EXPENSES AND REVENUE**

(2) REGIONAL SYSTEM	TOTAL EXPENSES	TOTAL REVENUE	FAREBOX REVENUE	NET OPERATING DEFICIT	PERCENT CHANGE (FY06-07)
PIEDMONT AUTHORITY	\$2,229,203	\$390,288	\$390,288	\$1,838,915	12.67%
TRIANGLE TRANSIT	8,861,765	1,097,747	1,071,370	7,764,018	6.10%
TOTALS / AVERAGES	\$11,090,968	\$1,488,035	\$1,461,658	\$9,602,933	7.30%

TABLE 2 FOOTNOTES

- (1) Data for this table comes from the federal National Transit Database report and the NCDOT Operating Statistics report.
- (2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

PIEDMONT AUTHORITY: Increase in net operating deficit of 12.67 percent, reflecting increased operating expenses, due to expansion of services.

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) **TABLE 3: FIXED-ROUTE SEGMENT OPERATING PERFORMANCE INDICATORS**

(2) REGIONAL SYSTEM	PASSENGERS PER BUS MILE	PERCENT CHANGE (FY06-07)	PASSENGERS PER BUS HOUR	PERCENT CHANGE (FY06-07)
PIEDMONT AUTHORITY	0.32	-15.19%	5.73	-25.91%
TRIANGLE TRANSIT	0.43	5.46%	8.90	-0.31%
TOTALS / AVERAGES	0.39	-1.22%	7.80	-9.53%

TABLE 3 FOOTNOTES

- (1) Data for this table comes from the federal National Transit Database report and the NCDOT Operating Statistics report.
- (2) Noticeable changes in the performance indicators of individual transit systems may occur from year to year for a number of reasons, including:

The multiplier effect of a small positive change in one item in a calculation and a small negative change in the other item in calculation. For example, a small increase in passengers at the same time a small decrease occurs in vehicle hours can result in a significant change in the passengers-per-mile indicator from the previous year. These fluctuations in operating and financial statistics are common. Change in miles data and indicators is usually mirrored by the change in hours data and indicators. Unit cost changes generally mirror the miles and hours data and indicators changes.

Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

PIEDMONT AUTHORITY: Decrease in passengers per bus mile and passengers per bus hour of 15.19 percent and 25.91 percent, respectively, reflecting expansion of service and increase in vehicle fleet, which led to increases in miles and hours covered.

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) **TABLE 4: FIXED-ROUTE SEGMENT FINANCIAL PERFORMANCE INDICATORS**

(2) REGIONAL SYSTEM	FAREBOX REVENUE PER PASS.	PERCENT CHANGE (FY06-07)	FAREBOX REV./TOTAL EXPENSES	PERCENT CHANGE (FY06-07)	RECOVERY RATIO	PERCENT CHANGE (FY06-07)	NET OPERATING DEFICIT PER PASS.	PERCENT CHANGE (FY06-07)
PIEDMONT AUTHORITY	\$1.36	49.18%	17.51%	62.52%	17.51%	-4.67%	\$6.40	-7.24%
TRIANGLE TRANSIT	1.27	35.00%	12.09%	30.72%	12.39%	17.87%	9.22	1.10%
TOTALS / AVERAGES	\$1.29	38.39%	13.18%	38.03%	13.42%	11.31%	\$8.50	-1.30%

TABLE 4 FOOTNOTES

- (1) Data for this table comes from the federal National Transit Database report and the NCDOT Operating Statistics report.
- (2) Noticeable changes in the performance indicators of individual transit systems may occur from year to year for a number of reasons, including:

The multiplier effect of a small positive change in one item in a calculation and a smaller positive change in the other item in a calculation. For example, an increase in farebox at the same time a smaller increase occurs in expenses can result in a significant change in the farebox recovery ratio indicator from the previous year. These fluctuations in operating and financial statistics are common.

Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

PIEDMONT AUTHORITY: Increase in farebox revenue per passenger and farebox revenue/total expenses of 49.18 percent and 62.52 percent, respectively, due to increase in ridership.

TRIANGLE TRANSIT: Increase in farebox revenue per passenger, farebox revenue/total expenses and recovery ratio of 35.00 percent, 30.72 percent and 17.87 percent, respectively, due to higher ridership, which increased fare collections.

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) **TABLE 5: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT PASSENGERS, MILES AND HOURS**

(2)	REGIONAL SYSTEM	AM/PM	MIDDAY	PASSENGERS	PERCENT	REVENUE	PERCENT	REVENUE	PERCENT
		PEAK PERIOD	VEHICLES		CHANGE	SERVICE	CHANGE	SERVICE	CHANGE
		VEHICLES	VEHICLES		(FY06-07)	MILES	(FY06-07)	HOURS	(FY06-07)
(3)	PIEDMONT AUTHORITY	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	TRIANGLE TRANSIT	6	6	12,765	16.59%	191,580	10.96%	6,462	13.81%
	TOTALS / AVERAGES	6	6	12,765	16.59%	191,580	10.96%	6,462	13.81%

TABLE 5 FOOTNOTES

(1) Data for this table comes from the federal National Transit Database report and the NCDOT Operating Statistics report.

(2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

TRIANGLE TRANSIT: Increase in passengers, revenue service miles and revenue service hours of 16.59 percent, 10.96 percent and 13.81 percent, respectively, due to increased service demand, which required an additional vehicle.

(3) PIEDMONT AUTHORITY does not operate dial-a-ride service.

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) **TABLE 6: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT EXPENSES AND REVENUE**

(2) REGIONAL SYSTEM	TOTAL EXPENSES	TOTAL REVENUE	FAREBOX REVENUE	NET OPERATING DEFICIT	PERCENT CHANGE (FY06-07)
(3) PIEDMONT AUTHORITY	N/A	N/A	N/A	N/A	N/A
TRIANGLE TRANSIT	\$895,995	\$53,826	\$53,826	\$842,169	84.99%
TOTALS / AVERAGES	\$895,995	\$53,826	\$53,826	\$842,169	84.99%

TABLE 6 FOOTNOTES

- (1) Data for this table comes from the federal National Transit Database report.
- (2) Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:
- TRIANGLE TRANSIT: Increase in net operating deficit of 84.99 percent reflects a significant increase in operating expenses, due to adding another vehicle to service and increased fuel, maintenance, salaries, medical benefits and dedicated staffing costs.
- (3) PIEDMONT AUTHORITY does not operate dial-a-ride service.

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) **TABLE 7: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT OPERATING PERFORMANCE INDICATORS**

REGIONAL SYSTEM	PASSENGERS PER SERVICE MILE	PERCENT CHANGE (FY06-07)	PASSENGERS PER SERVICE HOUR	PERCENT CHANGE (FY06-07)
(2) PIEDMONT AUTHORITY	N/A	N/A	N/A	N/A
TRIANGLE TRANSIT	0.07	5.07%	1.98	2.44%
TOTALS / AVERAGES	0.07	5.07%	1.98	2.44%

TABLE 7 FOOTNOTES

- (1) Data for this table comes from the federal National Transit Database report and the NCDOT Operating Statistics report.
- (2) PIEDMONT AUTHORITY does not operate dial-a-ride service.

**FY2007 OPERATING STATISTICS
REGIONAL TRANSPORTATION SYSTEMS**

(1) TABLE 8: DIAL-A-RIDE (DEMAND-RESPONSE) SEGMENT FINANCIAL PERFORMANCE INDICATORS

REGIONAL SYSTEM	FAREBOX REVENUE PER PASS.	PERCENT CHANGE (FY06-07)	FAREBOX REV./TOTAL EXPENSES	PERCENT CHANGE (FY06-07)	RECOVERY RATIO (2)	PERCENT CHANGE (FY06-07)	NET OPERAT. DEFICIT PER PASS.	PERCENT CHANGE (FY06-07)
(3) PIEDMONT AUTHORITY	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TRIANGLE TRANSIT	\$4.22	111.93%	6.01%	34.94%	6.01%	-13.80%	\$65.97	58.67%
TOTALS / AVERAGES	\$4.22	111.93%	6.01%	34.94%	6.01%	-13.80%	\$65.97	58.67%

TABLE 8 FOOTNOTES

(1) Data for this table comes from the federal National Transit Database report and the NCDOT Operating Statistics report.

(2) *Recovery Ratio* = *Total Revenue* (farebox and other operating revenues) divided by *Total Expenses*.

Explanations for increases or decreases in FY2007 statistics compared to FY2006 when greater than 10 percent are as follows:

TRIANGLE TRANSIT: Increase in farebox revenue per passenger, farebox revenue/total expenses and net operating deficit per passenger of 111.93 percent, 34.94 percent and 58.67 percent, respectively, and reduction in recovery ratio by 13.80 percent. These changes reflect increased service and operating expenses.

(3) PIEDMONT AUTHORITY does not operate dial-a-ride service.

Community Transportation Systems

Operating Statistics Summary July 2006 - June 2007

Number of Transit Systems	83
Number of Counties Served	99
Total Number of Vehicles	1,575
Total Passengers	6,667,004
Total Vehicle Service Miles	46,612,682
Total Vehicle Service Hours	2,,446,192

Category	Community Transportation Small Urban Systems	Community Transportation Regional Systems	Community Transportation Single County Systems	Human Service Transportation Systems	Grand Total**
Report includes this Number of Transit Systems	1	7	*71	**4	83
Number of Counties Served	1	24	70	4	99
Total Number of Vehicles	26	279	1181	42	1,575
Total Passenger Trips	889,979	973,469	4,693,307	110,249	6,667,004
Total Vehicle Service Miles	601,284	7,886,643	37,286,760	837,995	46,612,682
Total Vehicle Service Hours	42,223	374,043	1,986,240	43,686	2,446,192
Total Admin/Operating Expense	\$1,968,240	\$10,333,634	\$62,988,350	NA	\$75,290,224
Total Admin/Operating Revenue	\$1,963,765	\$10,848,686	\$65,135,140	NA	\$77,947,591
Passenger Trips per Mile	1.48	.12	.13	.13	.14
Passenger Trips per Hour	21.08	2.60	2.36	2.52	2.73
Cost per Passenger Trip	\$2.21	\$10.62	\$13.42	NA	\$11.48
Cost per Mile	\$3.27	\$1.31	\$1.69	NA	\$1.64
Cost per Hour	\$46.62	\$27.63	\$31.71	NA	\$31.34

* Includes the Eastern Band of Cherokee Indians (EBCI), which serves that population.

** Forsyth County is not included for FY2007.

NOTES:

1. Small Urban Community Transportation Systems provide general public and human service transportation in a county with a small urban/city population.
2. Regional Community Transportation Systems provide general public and human service transportation in more than one county and are led by a single entity.
3. Single-County Community Transportation Systems are those that provide general public and human service transportation in a single county.
4. Human Service Transportation Systems are generally operated by a lead agency providing transportation to other agencies on a contractual basis. Some Human Service Transportation Systems have multiple agencies providing their own transportation but coordinate to some extent, such as sharing vehicles.

Aggregate Performance Results – The aggregate total of miles, hours, passenger trips, expenses and revenues of a subgroup are used to calculate the performance indicators of that subgroup.

***FY2007 Operating Statistics
Community Transportation
Small Urban System
Passengers, Miles and Vehicle Service Hours***

<i>Organization</i>	<i>Total Vehicles</i>	<i>Total Passengers</i>	<i>Passenger Percent Change (06-07)</i>	<i>Total Service Miles</i>	<i>Miles Percent Change (06-07)</i>	<i>Vehicle Service Hours</i>	<i>Hours Percent Change (06-07)</i>	<i>Service Miles per Peak Vehicle</i>
AppalCART	26	889,979	12.54%	601,284	3.73%	42,223	8.34%	23,126

AppalCART provides fixed-route service in the town of Boone and demand-response service to Watauga County residents.

***FY2007 Operating Statistics
Community Transportation
Regional Systems
Passengers, Miles and Vehicle Service Hours***

<i>Organization</i>	<i>Total Vehicles</i>	<i>Total Passengers</i>	<i>Passenger Percent Change (06-07)</i>	<i>Total Service Miles</i>	<i>Miles Percent Change (06-07)</i>	<i>Vehicle Service Hours</i>	<i>Hours Percent Change (06-07)</i>	<i>Service Miles per Peak Vehicle</i>
CARTS	32	96,707	-4.79%	782,330	-3.04%	36,483	1.78%	32,597
CPTA	56	204,018	-2.29%	1,248,397	0.59%	51,984	8.82%	DE*
ICPTA	27	83,422	-4.04%	780,136	-2.88%	43,744	16.65%	41,060
KARTS	42	170,154	0.26%	1,587,397	0.26%	88,225	10.07%	44,094
RCATS	25	72,844	-1.87%	541,398	-1.26%	25,553	2.65%	26,328
TRT	36	90,055	0.96%	1,292,868	22.93%	46,274	-0.80%	40,402
YVEDDI	71	256,269	26.14%	1,654,117	6.98%	81,780	0.85%	27,117
<i>Totals/Average</i>	279	973,469	4.27%	7,886,643	6.00%	374,043	5.69%	

* DE - Data error. Data from the prior year is inconsistent with current or historical data or was misreported and could not be used to accurately calculate a change.

CARTS: Craven Area Rural Transit System, serving Craven, Jones and Pamlico counties.
CPTA: Choanoke Public Transportation Authority, serving Bertie, Halifax, Hertford and Northampton counties.
ICPTA: Inter-County Public Transportation Authority, serving Camden, Chowan, Currituck, Pasquotank and Perquimans counties.
KARTS: Kerr Area Rural Transit System, serving Franklin, Granville, Vance and Warren counties.
RCATS: Regional Coordinated Area Transportation System, serving Randolph and Montgomery counties.
TRT: Tar River Transit/City of Rocky Mount, serving Edgecombe and Nash counties.
YVEDDI: Yadkin Valley Economic Development District, Incorporated, serving Davie, Stokes, Surry and Yadkin counties.

***FY2007 Operating Statistics
Community Transportation
Single-County Systems
Passengers, Miles and Vehicle Service Hours***

<i>Organization</i>	<i>Total Vehicles</i>	<i>Total Passengers</i>	<i>Passenger Percent Change (06-07)</i>	<i>Total Service Miles</i>	<i>Miles Percent Change (06-07)</i>	<i>Vehicle Service Hours</i>	<i>Hours Percent Change (06-07)</i>	<i>Service Miles per Peak Vehicle</i>
Alamance	29	96,728	1.75%	845,021	6.89%	47,481	0.06%	33,801
Alexander	10	23,051	0.69%	184,586	14.29%	9,050	-34.83%	26,355
Alleghany	11	17,443	-13.69%	382,006	-1.83%	14,458	-6.55%	38,201
Anson	14	39,435	-21.02%	546,586	-0.80%	18,830	-4.08%	26,137
Ashe	16	51,431	-3.11%	626,352	-5.77%	26,283	5.37%	44,739
Avery	10	44,003	3.88%	226,607	2.84%	15,759	5.59%	28,326
Beaufort	11	39,106	14.94%	258,305	12.64%	12,126	5.54%	23,482
Bladen	9	35,945	-9.21%	186,087	-0.23%	7,557	-8.40%	31,015
Brunswick	15	49,142	-2.20%	487,781	12.41%	15,799	4.02%	34,842
Buncombe	39	148,968	8.43%	1,269,491	-2.21%	73,164	2.95%	38,137
Burke	17	42,584	21.73%	280,020	22.97%	15,439	26.64%	27,916
Cabarrus	21	97,338	-12.51%	663,073	-42.21%	35,007	-15.88%	35,082
Caldwell	15	24,860	-2.96%	222,024	17.35%	10,903	10.35%	21,981
Carteret	16	49,781	DE*	383,440	-12.27%	20,260	-13.81%	27,389
Caswell	10	39,700	-2.34%	295,567	0.19%	10,716	0.50%	29,557
Catawba	13	33,567	42.15%	199,165	27.66%	11,110	11.21%	22,129
Chatham	20	69,721	-6.66%	402,645	12.76%	22,282	45.71%	21,686
Cherokee	12	41,126	6.75%	290,281	1.45%	14,940	1.81%	24,190
Clay	14	42,068	0.01%	455,285	27.64%	17,290	0.88%	37,940

* DE - Data error. Data from the prior year is inconsistent with current or historical data or was misreported and could not be used to accurately calculate a change.

<i>Organization</i>	<i>Total Vehicles</i>	<i>Total Passengers</i>	<i>Passenger Percent Change (06-07)</i>	<i>Total Service Miles</i>	<i>Miles Percent Change (06-07)</i>	<i>Vehicle Service Hours</i>	<i>Hours Percent Change (06-07)</i>	<i>Service Miles per Peak Vehicle</i>
Cleveland	27	74,660	-7.65%	574,865	-8.67%	28,447	-3.14%	28,743
Columbus	14	43,419	-6.53%	631,731	5.10%	23,599	3.53%	45,124
Cumberland	0	43,572	-7.00%	132,394	-21.96%	3,977	-0.05%	Contractor
Dare	7	13,004	-6.47%	239,257	32.61%	11,380	-13.80%	35,781
Davidson	17	75,117	-15.65%	347,042	-1.35%	29,836	-21.77%	38,560
Duplin	14	48,310	-20.56%	643,139	-4.86%	24,286	-3.94%	58,467
Durham	19	52,120	-4.34%	518,751	8.59%	26,480	7.82%	34,583
EBCI	19	78,949	4.64%	520,557	2.00%	26,652	2.00%	37,183
Gaston	25	192,924	-17.91%	1,090,699	16.06%	88,168	15.42%	44,124
Gates	9	51,632	2.15%	379,738	0.04%	13,913	5.87%	61,053
Graham	10	18,232	18.75%	230,584	17.46%	7,652	-21.02%	28,823
Greene	9	22,402	-6.02%	224,495	-6.48%	7,901	-3.39%	44,899
Guilford	0	182,195	-24.9%	1,504,005	-16.2%	135,935	41.2%	Contractor
Harnett	25	79,018	2.6%	730,244	4.14%	45,010	5.95%	29,954
Haywood	17	56,297	0.06%	356,506	8.59%	18,844	-7.01%	23,767
Henderson	15	61,074	-3.77%	256,251	-30.04%	28,112	19.00%	19,712
Hoke	16	46,005	-11.92%	325,603	-1.01%	19,114	9.76%	27,134
Hyde	6	14,113	-9.69%	134,161	-2.60%	4,433	4.87%	33,540
Iredell	28	113,604	7.38%	811,658	-1.51%	46,183	-0.29%	40,583
Jackson	13	23,550	-18.75%	161,586	-13.87%	8,820	-11.16%	17,954
Johnston	22	78,722	36.48%	1,031,180	33.19%	51,341	25.01%	38,838
Lee	17	57,950	2.36%	467,081	7.87%	27,816	-4.29%	33,363
Lenoir	12	47,168	10.66%	324,173	12.27%	22,778	43.13%	27,014
Macon	13	24,141	-7.10%	214,648	-7.85%	13,430	-2.49%	23,666

<i>Organization</i>	<i>Total Vehicles</i>	<i>Total Passengers</i>	<i>Passenger Percent Change (06-07)</i>	<i>Total Service Miles</i>	<i>Miles Percent Change (06-07)</i>	<i>Vehicle Service Hours</i>	<i>Hours Percent Change (06-07)</i>	<i>Service Miles per Peak Vehicle</i>
Madison	11	35,164	-28.32%	230,904	-4.32%	13,385	-3.88%	24,082
Martin	18	51,088	-12.14%	342,594	0.64%	21,576	15.83%	26,353
Mecklenburg	38	566,687	-2.77%	3,786,948	-1.36%	84,280	-27.43%	21,773
Mitchell	10	41,237	3.95%	222,197	12.84%	12,152	13.68%	27,775
Moore	24	57,160	-7.31%	738,012	-1.80%	36,382	5.36%	33,546
New Hanover	23	99,906	18.71%	1,053,965	64.27%	72,636	84.25%	31,171
Onslow	18	52,535	1.58%	514,687	-6.86%	28,488	24.82%	46,790
Orange	20	128,006	9.42%	472,281	1.72%	36,162	5.97%	26,238
Person	15	73,543	0.66%	441,754	0.13%	36,401	2.67%	33,981
Pitt	24	31,828	-17.26%	358,335	1.09%	21,035	-6.71%	35,834
Polk	12	48,857	10.95%	372,706	5.58%	21,672	33.06%	33,882
Richmond	13	45,519	-17.18%	307,497	-10.16%	13,914	-39.87%	34,166
Robeson	19	75,334	2.10%	396,869	8.43%	16,819	6.92%	30,528
Rockingham	23	60,293	-25.23%	579,742	-11.56%	40,834	-12.15%	29,471
Rowan	28	65,479	-0.35%	511,285	3.62%	33,175	3.16%	22,230
Rutherford	25	53,516	-1.27%	533,158	8.58%	28,301	8.28%	26,658
Sampson	17	23,515	-50.81%	204,071	-43.05%	9,047	-35.87%	18,120
Scotland	9	34,982	-20.38%	182,856	22.75%	9,632	-1.12%	30,476
Stanly	22	78,506	-5.28%	410,990	5.67%	33,991	29.84%	24,505
Swain	9	70,469	8.59%	194,118	9.02%	22,680	0.67%	21,569
Transylvania	8	38,566	-3.93%	296,901	3.48%	10,696	-5.60%	22,630
Union	21	73,548	0.28%	648,527	-1.06%	39,544	4.88%	36,029

<i>Organization</i>	<i>Total Vehicles</i>	<i>Total Passengers</i>	<i>Passenger Percent Change (06-07)</i>	<i>Total Service Miles</i>	<i>Miles Percent Change (06-07)</i>	<i>Vehicle Service Hours</i>	<i>Hours Percent Change (06-07)</i>	<i>Service Miles per Peak Vehicle</i>
Wake	42	155,283	-47.51%	2,420,001	9.11%	111,661	2.97%	45,468
Washington	8	22,071	-9.99%	162,528	-19.14%	9,731	-7.38%	28,624
Wayne (GWTa)	21	90,925	-15.06%	662,265	10.75%	39,399	6.21%	47,305
Wilkes	23	37,065	-4.75%	572,180	-5.69%	30,344	-5.30%	24,877
Wilson	14	71,491	20.01%	493,981	59.30%	32,043	15.59%	37,999
Yancey	10	26,559	-12.94%	120,738	-0.79%	7,699	-0.90%	15,092
<i>Totals/Average</i>	1,181	4,693,307	-8.24%	37,286,760	1.69%	1,986,240	4.04%	

***FY2007 Operating Statistics
Community Transportation
Human Service Systems
Passengers, Miles and Vehicle Service Hours***

<i>Organization</i>	<i>Total Vehicles</i>	<i>Total Passengers</i>	<i>Passenger Percent Change (06-07)</i>	<i>Total Service Miles</i>	<i>Miles Percent Change (06-07)</i>	<i>Vehicle Service Hours</i>	<i>Hours Percent Change (06-07)</i>	<i>Service Miles per Peak Vehicle</i>
Forsyth	0	0	0.00%	0	0.00%	0	0.00%	0.00%
Lincoln	12	29,414	52.36%	319,952	74.95%	17,604	95.34%	-48.55%
McDowell	17	54,589	-13.65%	164,559	6.68%	11,356	-56.51%	52.07%
Pender	11	20,714	-8.67%	285,411	-17.32%	11,197	-42.40%	-15.20%
Tyrrell	2	5,532	-18.74%	68,073	60.77%	3,529	67.18%	-26.44%
<i>Totals/Average</i>	42	110,249		837,995		43,686		

Service Delivery Changes FY2006-FY2007

Community Transportation Systems

<i>More Miles and More Trips</i>	<i>More Miles and Fewer Trips</i>	<i>More Trips and Fewer Miles</i>	<i>Fewer Trips and Fewer Miles</i>
Alamance	Brunswick	Buncombe	Alleghany
Alexander	Caldwell	Carteret	Anson
AppalCART	Caswell	Iredell	Ashe
Avery	Chatham	Onslow	Bladen
Beaufort	Columbus	Union	Cabarrus
Burke	CPTA		CARTS
Catawba	Dare		Cleveland
Cherokee	Durham		Cumberland
Clay	Gaston		Davidson
EBCI	GWTA		Duplin
Gates	Martin		Greene
Graham	Pitt		Guilford
Harnett	Rowan		Henderson
Haywood	Rutherford		Hoke
Johnston	Scotland		Hyde
KARTS	Stanly		ICPTA
Lee	Transylvania		Jackson
Lenoir	Wake		Macon
Mitchell			Madison
New Hanover			Mecklenburg
Orange			Moore
Person			RCATS
Polk			Richmond
Robeson			Rockingham
Swain			Sampson
TRT			Washington
YVEDDI			Wilkes
			Yancey

***FY2007 Operating Statistics
Community Transportation
Small Urban System
Expenses and Revenues***

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Balance</i>
AppalCART	\$1,968,240	14.33%	\$1,963,765	15.01%	(\$4,475)
<i>Totals</i>	\$1,968,240	14.33%	\$1,963,765	15.01%	(\$4,475)

AppalCART provides fixed-route service in the town of Boone and demand-response service to Watauga County residents.

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

***Explanations for Average Percentage Changes
In Financial Performance of 10 Percent or Greater in FY2007 Data When Compared With FY2006***

Expenses and Revenues

***Community Transportation Systems
Small Urban Systems***

Financial Performance Changes: Financial Performance considers *Total Revenue* (administrative and operating) less *Total Expenses* (administrative and operating) for the reported fiscal year as compared to the previously reported fiscal year.

Surplus or deficit: Transit systems may end the year with surpluses or deficits for a number of reasons. Some try to budget for a small surplus to build an operating reserve in case of unusual or unpredictable expenses in a future year. Others try to budget a surplus to provide for a capital reserve to fund the local share of future vehicle purchases.

Explanations for significant financial performance changes and surpluses or deficits are as follows:

AppalCART \$4,475 deficit was covered by operating reserve.

***FY2007 Operating Statistics
Community Transportation
Regional Systems
Total Expenses and Revenue***

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Total Balance</i>
CARTS	\$880,883	3.06%	\$902,824	6.75%	\$21,941
CPTA	\$1,586,645	1.10%	\$1,706,857	7.14%	\$120,212
ICPTA	\$1,282,078	9.66%	\$1,405,612	16.64%	\$123,535
KARTS	\$1,732,513	10.56%	\$1,792,738	10.68%	\$60,225
RCATS	\$861,971	7.83%	\$881,686	8.40%	\$19,715
TRT	\$1,107,120	-1.97%	\$1,236,107	-7.50%	\$128,987
YVEDDI	\$2,882,424	34.15%	\$2,922,862	17.49%	\$40,438
<i>Totals/Average</i>	\$10,333,634	11.86%	\$10,848,686	9.57%	\$515,052

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

CARTS: Craven Area Rural Transit System, serving Craven, Jones and Pamlico counties.
 CPTA: Choanoke Public Transportation Authority, serving Bertie, Halifax, Hertford and Northampton counties.
 ICPTA: Inter-County Public Transportation Authority, serving Camden, Chowan, Currituck, Pasquotank and Perquimans counties.
 KARTS: Kerr Area Rural Transit System, serving Franklin, Granville, Vance and Warren counties.
 RCATS: Regional Coordinated Area Transportation System, serving Randolph and Montgomery counties.
 TRT: Tar River Transit/City of Rocky Mount, serving Edgecombe and Nash counties.
 YVEDDI: Yadkin Valley Economic Development District, Incorporated, serving Davie, Stokes, Surry and Yadkin counties

***Explanations for Average Percentage Changes
In Financial Performance of 10 Percent or Greater in FY2007 Data When Compared With FY2006***

Expenses and Revenues

***Community Transportation Systems
Regional Systems***

Financial Performance Changes: Financial Performance considers *Total Revenue* (administrative and operating) less *Total Expenses* (administrative and operating) for the reported fiscal year as compared to the previously reported fiscal year.

Surplus or deficit: Transit systems may end the year with surpluses or deficits for a number of reasons. Some try to budget for a small surplus to build an operating reserve in case of unusual or unpredictable expenses in a future year. Others try to budget a surplus to provide for a capital reserve to fund the local share of future vehicle purchases.

Explanations for significant financial performance changes and surpluses or deficits are as follows:

CARTS	\$21,941 surplus was placed in other agency fund.
CPTA	\$70,622 surplus was placed in operating reserve. \$49,590 surplus was placed in capital reserve.
ICPTA	Revenue increased by 16.64 percent due to increased grant funds and local funds. A new fare policy improved fare collection and a no-show policy reduced lost revenue. \$61,767 surplus placed in operating reserve. \$61,767 surplus was placed in capital reserve.
KARTS	Revenue increased by 10.56 percent due to increased grant funds, increased contract revenue due to new billing rate and increased fare collection due to increase in general public ridership. Expenses increased by 10.68 percent due to new routes being offered to meet the general public demand, more driver hours and salaries and fuel used to deliver increased services. \$30,000 surplus was placed in operating reserve. \$30,225 surplus was placed in capital reserve.
RCATS	\$19, 715 surplus was placed in operating reserve.
TRT	\$128,987 surplus was placed in capital reserve.
YVEDDI	Revenue increased 17.49 percent due to increased contract and fare revenue and increased grant funds. Expenses increased 34.15 percent -- insurance, salaries, fuel, maintenance, volunteer reimbursement, licenses and uniforms. \$40,438 surplus was placed in operating reserve.

***FY2007 Operating Statistics
Community Transportation
Single-County Systems
Expenses and Revenues***

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Balance</i>
Alamance	\$1,527,675	12.30%	\$1,640,881	17.18%	\$113,206
Alexander	\$277,941	12.32%	\$377,421	12.38%	\$99,480
Alleghany	\$360,833	-13.39%	\$375,846	-5.85%	\$15,013
Anson	\$549,020	3.36%	\$527,020	-3.54%	(\$22,000)
Ashe	\$735,942	11.99%	\$804,236	11.85%	\$68,294
Avery	\$438,899	16.28%	\$271,107	14.36%	(\$167,792)
Beaufort	\$474,243	22.29%	\$450,363	18.19%	(\$23,880)
Bladen	\$327,338	-6.60%	\$325,517	-10.02%	(\$1,821)
Brunswick	\$521,899	4.06%	\$637,685	16.42%	\$115,786
Buncombe	\$1,956,743	10.88%	\$2,120,964	1.40%	\$164,221
Burke	\$594,245	20.04%	\$645,259	23.36%	\$51,014
Cabarrus	\$1,502,110	22.02%	\$1,467,778	19.23%	(\$34,332)
Caldwell	\$517,781	25.32%	\$529,973	26.57%	\$12,192
Carteret	\$737,180	20.34%	\$733,859	31.60%	(\$3,321)

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Balance</i>
Caswell	\$337,533	3.61%	\$372,311	-8.54%	\$34,778
Catawba	\$459,090	4.50%	\$519,810	20.41%	\$60,720
Chatham	\$703,238	3.74%	\$770,439	13.60%	\$67,201
Cherokee	\$487,148	18.46%	\$431,136	21.82%	(\$56,012)
Clay	\$459,175	16.07%	\$346,918	13.30%	(\$112,257)
Cleveland	\$1,042,822	-3.84%	\$1,110,245	-0.63%	\$67,423
Columbus	\$701,718	8.04%	\$701,142	7.45%	(\$576)
Cumberland	\$477,854	64.58%	\$484,957	60.77%	\$7,103
Dare	\$345,894	3.50%	\$367,071	19.17%	\$21,178
Davidson	\$907,020	6.40%	\$907,020	3.18%	\$0
Duplin	\$670,453	1.85%	\$681,839	8.15%	\$11,386
Durham	\$1,034,250	19.65%	\$1,214,968	23.50%	\$180,716
EBCI	\$1,695,695	-1.77%	\$1,687,120	-2.26%	(\$8,575)
Gaston	\$1,411,413	-11.77%	\$1,297,507	-5.88%	(\$113,906)
Gates	\$358,680	14.25%	\$371,273	17.89%	\$12,593
Graham	\$335,331	7.89%	\$334,105	18.84%	(\$1,225)
Greene	\$349,455	12.18%	\$325,498	-4.22%	(\$23,957)
Guilford	\$4,320,121	47.47%	\$4,320,121	47.47%	\$0

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Balance</i>
Harnett	\$812,251	7.28%	\$754,301	2.69%	(\$57,949)
Haywood	\$703,120	7.12%	\$718,156	8.76%	\$15,036
Henderson	\$640,062	-26.30%	\$692,068	-22.27%	\$52,006
Hoke	\$540,322	4.66%	\$542,057	3.66%	\$1,734
Hyde	\$188,934	4.59%	\$202,964	4.05%	\$14,030
Iredell	\$1,221,404	6.26%	\$1,320,017	18.62%	\$98,613
Jackson	\$392,769	-12.37%	\$371,778	9.89%	(\$20,991)
Johnston	\$1,447,514	38.28%	\$1,432,936	29.58%	(\$14,578)
Lee	\$630,992	13.37%	\$561,846	11.71%	(\$69,146)
Lenoir	\$665,478	10.98%	\$715,793	12.63%	\$50,315
Macon	\$497,319	3.16%	\$496,091	4.97%	(\$1,228)
Madison	\$435,471	2.66%	\$435,714	2.72%	\$243
Martin	\$486,343	-2.42%	\$486,343	-2.42%	\$0
Mecklenburg	\$8,898,579	-0.50%	\$9,247,730	2.88%	\$349,152
Mitchell	\$358,642	12.53%	\$340,641	18.40%	(\$18,001)
Moore	\$880,380	5.29%	\$935,644	15.84%	\$55,264
New Hanover	\$932,866	4.88%	\$978,250	7.02%	\$45,384
Onslow	\$807,159	14.72%	\$888,997	8.36%	\$81,839

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Balance</i>
Orange	\$1,018,857	6.72%	\$1,018,857	6.72%	\$0
Person	\$517,843	4.20%	\$517,903	6.22%	\$60
Pitt	\$162,278	59.86%	\$162,278	55.75%	\$0
Polk	\$521,780	0.04%	\$516,079	7.93%	(\$5,701)
Richmond	\$397,396	-13.88%	\$404,860	-9.04%	\$7,464
Robeson	\$724,667	-20.37%	\$841,661	-3.76%	\$116,994
Rockingham	\$925,677	-7.25%	\$911,964	-5.78%	(\$13,713)
Rowan	\$962,941	18.43%	\$962,941	18.43%	\$0
Rutherford	\$565,867	-1.17%	\$770,922	12.36%	\$205,055
Sampson	\$468,383	-14.37%	\$477,091	5.92%	\$8,708
Scotland	\$386,888	14.60%	\$374,391	11.04%	(\$12,497)
Stanly	\$728,195	2.32%	\$728,195	3.70%	\$0
Swain	\$328,684	23.70%	\$344,775	15.11%	\$16,091
Transylvania	\$317,666	8.68%	\$317,666	8.68%	\$0
Union	\$1,052,006	13.39%	\$941,541	5.07%	(\$110,465)
Wake	\$4,106,077	-1.84%	\$4,476,948	-1.16%	\$370,871
Washington	\$226,450	9.19%	\$240,456	4.27%	\$14,006
Wayne (GWTA)	\$1,212,569	35.81%	\$1,400,872	40.45%	\$188,303

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Balance</i>
Wilkes	\$742,384	-5.53%	\$983,253	16.64%	\$240,869
Wilson	\$195,555	40.45%	\$201,929	33.18%	\$6,374
Yancey	\$267,843	-5.46%	\$267,843	-5.46%	\$0
<i>Totals/Average</i>	\$62,988,350	4.70%	\$65,135,140	6.96%	\$2,146,790

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

***Explanations for Average Percentage Changes
In Financial Performance of 10 Percent or Greater in FY2007 Data When Compared With FY2006***

Expenses and Revenues

***Community Transportation Systems
Single-County Systems***

Financial Performance Changes: Financial Performance considers *Total Revenue* (administrative and operating) less *Total Expenses* (administrative and operating) for the reported fiscal year as compared to the previously reported fiscal year.

Surplus or deficit: Transit systems may end the year with surpluses or deficits for a number of reasons. Some try to budget for a small surplus to build an operating reserve in case of unusual or unpredictable expenses in a future year. Others try to budget a surplus to provide for a capital reserve to fund the local share of future vehicle purchases.

Explanations for significant financial performance changes and surpluses or deficits are as follows:

Alamance	Revenue increased 17.18 percent due to increased ROAP funds, dial-a-ride funds and local matching funds. Fares were raised from \$5 to \$6. Expenses increased 12.30 percent largely due to a 5 percent pay increase, fuel prices and maintenance costs. \$2,494 of surplus was placed in operating reserve. \$34,457 of surplus was placed in capital reserve, and \$76,355 of surplus was placed in other agency fund.
Alexander	Revenue increased 12.38 percent due to increased grant funds and local funds. Expenses increased 12.32 percent due to addition of drivers. \$99,480 surplus was placed in other agency fund.
Allegheny	Expenses decreased 13.39 percent due to decrease in other expenses. \$15,013 surplus was placed in other agency fund.
Anson	Deficit of \$22,000 was covered by local government funds.
Ashe	Revenue increased 11.85 percent and expenses decreased 11.99 percent due to an increase in fare revenue, extending the hours of operation of the shuttle service and a price increase in out-of-town rural general public service. \$34,147 of the surplus was placed in operating reserve. \$34,147 of the surplus was placed in capital reserve.
Avery	Revenue increase of 14.36 percent due to increase in grant funding, fare and contract revenue. Expenses increased 16.28 percent due to new salary plan, fuel costs and insurance costs. Deficit of \$167,792 was covered by local government funds.
Beaufort	Revenue increased 18.19 percent due to increase in contract revenue and grant funding. Expense increased 22.29 percent due to the addition of additional routes and other services. Deficit of \$23,880 was covered by local government funds.

Bladen	Deficit of \$1,821 was covered by local government funds.
Brunswick	Revenue increased by 16.42 percent due to increase in contract revenue, grant funds and fare revenue. Surplus of \$104,851 was placed in operating reserve. Surplus of \$10,935 was placed in capital reserve.
Buncombe	Surplus of \$164,221 was placed in operating reserve.
Burke	Revenue increased 23.36 percent due to an increase in grant funds, fare revenue and volume of human service agency trips. Expenses went up proportionally to the increased service provided. \$51,014 surplus was placed in operating reserve.
Cabarrus	Revenue increased 19.23 percent due to an increase in grant funds and fare revenue from a growing rural general public ridership. Expenses increased 22.02 percent due to the additional service provided and rising fuel prices. \$34,332 deficit was covered by local government funds.
Caldwell	Revenue increased 26.57 percent due to an increase in grant funds and increases in Medicaid service. Expenses increased 25.32 percent due to the additional service provided. \$12,192 surplus was placed in the general services fund.
Carteret	Revenue increased 31.60 percent and expense increased 20.34 percent. Previous reports had not accounted for the value of some locally provided goods and services. \$3,321 deficit was covered by local government funds.
Caswell	\$34,778 surplus was placed in operating reserve. \$14,778 surplus was placed in capital reserve.
Catawba	Revenue increased 20.41 percent due to increase in ROAP funding, the reallocation of HCCBG funds and an increase in fare revenue. Surplus of \$60,720 was placed in operating reserve.
Chatham	Revenue increased 13.60 percent due to increase in grant funding. Surplus of \$67,201 was placed in operating reserve.
Cherokee	Revenue increased 21.82 percent due to increase in Medicaid service and other contract revenue. Expenses increased due to the additional services provided, the higher gas cost and more repairs to an aging fleet. \$56,012 deficit was covered by local government funds.
Clay	Revenue increased 13.30 percent due to increases in contract revenue. Expenses went up proportionally to the increase in service. \$112,257 deficit was covered by local government funds.
Cleveland	\$67,423 surplus was placed in operating reserve.
Columbus	\$576 deficit was covered by local government funds.
Cumberland	Revenue increased 60.77 percent due to increases in grant funds, increases in Mid-Carolina Area Agency on Aging funds and more local funding. With more revenue, more service was provided. Expenses went up proportionally. \$7,103 surplus was placed in operating reserve.
Dare	Revenue went up 19.17 percent due to increased grant funds. Increases in expenses were contained by focusing on better scheduling of riders so as to cut back on deadhead and fuel costs. \$21,178 surplus was placed in operating reserve.

Duplin	\$11,386 surplus was placed in operating reserve.
Durham	Revenue increased 23.50 percent due to increases in contract revenue, grant funds and fare revenue. Expenses increased proportionally to the amount of additional service. \$180,716 surplus was placed in other agency fund.
Eastern Band of Cherokee Indians	\$8,575 deficit was covered from the operating reserve.
Gaston	Expenses decreased 11.77 percent due to loss of the WIA contract and the reduced use of subcontractors. \$113,906 deficit was covered by local government funds.
Gates	Revenue and expenses increased 17.89 percent and 14.25 percent due to the evening service. \$12,593 surplus was placed in capital reserve.
Graham	Revenue increased 18.84 percent due to increase in grant funds and more shared rides. System is trying to utilize part-time drivers in an effort to keep the operating costs down and is minimizing overtime. \$1,225 deficit was covered by local government funds.
Greene	Expenses increased 12.2 percent due to maintenance and labor costs. Vehicle insurance was not accurately reported in FY2006. \$23,957 deficit was covered by local government funds.
Goldsboro/Wayne	Revenue increased 40.45 percent due to increases in contract revenue, rate changes, the county's contribution to the cost of management and services. Expenses increased proportionally. \$188,303 surplus was placed in operating reserve.
Guilford	Revenue and expenses decreased 12.48 percent due to a decrease in service after switching to a new subcontractor.
Harnett	\$57,949 deficit was covered by local government funds.
Haywood	\$15,036 surplus was placed in operating reserve.
Henderson	Percent decreases in revenue and expenses were an adjustment to reporting of rural service trips provided in connection with urban service. \$17,652 surplus was placed in operating reserve. \$34,354 was placed in other agency fund.
Hoke	\$1,734 surplus was placed in other agency funds.
Hyde	\$14,030 surplus was placed in capital reserve.
Iredell	Revenue increased 18.62 percent due to additional ROAP allocations, local county special appropriations to match a JARC grant and increased contract revenue. \$98,613 surplus was placed in operating reserve.
Jackson	Expenses decreased due to fewer long distance trips and less maintenance costs. \$20,991 deficit was covered by local government funds.
Johnston	Revenue increased 29.58 percent and expenses increased 38.28 percent due to increase in miles of service provided. \$14,578 deficit was covered by operating reserve.

Lee	Revenue increased 11.71 percent due to additional ROAP and JARC funds. Expenses increased 13.37 percent due to increases in driver hours, fuel, vehicle insurance and vehicle maintenance costs. Had to pay highway use tax on three vehicles. \$69,146 deficit was covered by local government funds.
Lenoir	Revenue increased 12.63 percent due to increases in grant funds and contract revenue. \$50,315 surplus was placed in capital reserve.
Macon	\$1,228 deficit was covered by local government funds.
Mecklenburg	\$349,152 surplus was placed in operating reserve.
Mitchell	Revenue increased 18.40 percent due to increases in grant funds, fare increase and contract revenue. Expenses increased 12.5 percent due to fuel cost, implementation of new county pay plan and hiring of an additional driver. \$18,001 deficit was covered by local government funds.
Moore	Expenses increased 14.41 percent due to a countywide salary re-evaluation, an increase in vehicle maintenance rates and increased fuel cost. \$28,438 deficit was covered by local government funds.
New Hanover	\$45,384 surplus was placed in operating reserves.
Onslow	Expenses increased 14.72 percent due to contractor expense. \$81,839 surplus was placed in other agency fund.
Person	Revenue increased 18.87 percent due to additional assistance provided by local government. \$9,402 deficit was covered by local government funds.
Pitt	Increase in revenue and decrease in expenses due to hiring of full-time transportation coordinator and increased local assistance.
Polk	\$5,701 deficit was covered by local government funds.
Richmond	Expenses decreased 13.88 percent due to a change in insurance carrier and a 50 percent saving in premiums. \$7,464 surplus was placed in operating reserve.
Robeson	Expenses decreased 20.37 percent due to changes in indirect costs, MIS clerk employed for six months only, elimination of full-time driver positions, reduction in vehicle insurance cost, changes in benefit program, and change of bus washing vendor. \$116,994 surplus was placed in operating reserve.
Rockingham	\$13,713 deficit was covered by other agency funds.
Rowan	Revenue increased 18.43 percent due to increase in grant funds, contract and fare revenue.
Rutherford	Revenue increased 12.36 percent due to increase in ROAP funds and increase in service to Medicaid passengers. \$205,055 surplus was placed in operating reserve.
Sampson	Revenue decreased 25.07 percent due to loss of contract revenue and local operating funds.

Scotland	Expenses decreased 14.4 percent due to the reduction of full-time drivers and the reduction in costs due to decreasing miles, hours and trips. \$8,708 surplus was placed in operating reserve.
Swain	Revenue increased 15.11 percent due to increase in grant funds. Expenses increased 23.70 percent due to labor and fuel costs of providing more trips. \$16,091 surplus was placed in operating reserve.
Union	Expenses increased 13.39 percent due to fuel costs, increase in software maintenance contract, insurance expense, property management costs and salary adjustments. \$110,465 deficit was covered by local government funds.
Wake	Surplus of \$370,871 was placed in general fund.
Washington	Surplus of \$14,006 was placed in capital reserve.
Wilkes	Revenue increased 16.64 percent due to increase in grant funds, contract revenue, fare revenue and interest income. \$240,869 surplus was placed in operating reserve.
Wilson	Revenue increased 33.18 percent due to increase in grant funds. Expenses increased proportionally to increase services provided. \$6,374 surplus was placed in operating reserve.

***FY2007 Operating Statistics
Community Transportation
Human Service Transportation
Expenses and Revenues***

<i>Organization</i>	<i>Total Expenses</i>	<i>Percent Change (06-07)</i>	<i>Total Revenue</i>	<i>Percent Change (06-07)</i>	<i>Balance</i>
Forsyth	\$0	0.00%	\$0	0.00%	\$0
Lincoln	\$0	0.00%	\$0	0.00%	\$0
McDowell	\$0	0.00%	\$0	0.00%	\$0
Pender	\$294,143	-39.9%	\$286,200	-25.2%	(\$7,943)
Tyrrell	\$69,510	18.6%	\$66,470	9.2%	\$3,946

Blank information reflects Human Service systems that did not provide financial data.

Total Expenses and *Total Revenue* include reported administrative and operating financial data.

***FY2007 Operating Statistics
Community Transportation
Small Urban System
Performance Indicators***

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
AppalCART	1.48	higher	21.08	higher	\$3.27	\$0.30	\$46.62	\$2.45	\$2.21	\$0.03

AppalCART provides fixed-route service in the town of Boone and demand-response service to Watauga County residents.

Financial Indicators (cost per mile, hour and passenger) use *Operating Expenses* (administrative and operating) only. Capital expenses are excluded.

***FY2007 Operating Statistics
Community Transportation
Regional Systems
Performance Indicators***

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
CARTS	0.12	lower	2.65	lower	\$1.13	\$0.07	\$24.15	\$0.30	\$9.11	\$0.69
CPTA	0.16	lower	3.92	lower	\$1.27	\$0.01	\$30.52	-\$2.33	\$7.78	\$0.26
ICPTA	0.11	no change	1.91	lower	\$1.64	\$0.18	\$29.31	-\$1.88	\$15.37	\$1.92
KARTS	0.11	lower	1.93	lower	\$1.09	no change	\$19.64	\$0.09	\$10.18	\$0.95
RCATS	0.13	lower	2.85	lower	\$1.59	\$0.13	\$33.73	\$1.62	\$11.83	\$1.06
TRT	0.07	lower	1.95	higher	\$0.86	-\$0.21	\$23.93	-\$0.28	\$12.29	-\$0.37
YVEDDI	0.15	higher	3.13	higher	\$1.74	\$0.35	\$35.25	\$8.75	\$11.25	\$0.67
<i>Averages</i>	0.12	lower	2.60	lower	\$1.31	\$0.07	\$27.63	\$1.53	\$9.89	\$0.73

Financial Indicators (cost per mile, hour and passenger) use *Operating Expenses* (administrative and operating) only. Capital expenses are excluded.

CARTS: Craven Area Rural Transit System, serving Craven, Jones and Pamlico counties.
CPTA: Choanoke Public Transportation Authority, serving Bertie, Halifax, Hertford and Northampton counties.
ICPTA: Inter-County Public Transportation Authority, serving Camden, Chowan, Currituck, Pasquotank and Perquimans counties.
KARTS: Kerr Area Rural Transit System, serving Franklin, Granville, Vance and Warren counties.
RCATS: Regional Coordinated Area Transportation System, serving Randolph and Montgomery counties.
TRT: Tar River Transit/City of Rocky Mount, serving Edgecombe and Nash counties.
YVEDDI: Yadkin Valley Economic Development District, Incorporated, serving Davie, Stokes, Surry and Yadkin counties

***FY2007 Operating Statistics
Community Transportation
Single-County Systems
Performance Indicators***

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
Alamance	0.11	lower	2.04	higher	\$1.81	\$0.09	\$32.17	\$3.50	\$15.79	\$1.48
Alexander	0.12	lower	2.55	higher	\$1.51	-\$0.04	\$30.71	\$12.89	\$12.06	\$1.25
Alleghany	0.05	no change	1.21	lower	\$0.94	-\$0.13	\$24.96	-\$1.97	\$20.69	\$0.07
Anson	0.07	lower	2.09	lower	\$1.00	\$0.03	\$29.16	\$2.10	\$13.92	\$3.28
Ashe	0.08	lower	1.96	lower	\$1.17	\$0.18	\$28.00	\$1.65	\$14.31	\$1.93
Avery	0.19	no change	2.79	lower	\$1.94	\$0.23	\$27.85	\$2.56	\$9.97	\$1.06
Beaufort	0.15	no change	3.23	higher	\$1.84	\$0.15	\$39.11	\$5.36	\$12.10	\$0.73
Bladen	0.19	lower	4.68	lower	\$1.76	\$0.12	\$43.32	\$0.84	\$9.26	\$0.26
Brunswick	0.10	lower	3.11	lower	\$1.07	-\$0.09	\$33.03	no change	\$10.62	\$0.64
Buncombe	0.12	higher	2.04	higher	\$1.48	\$0.12	\$25.68	\$0.85	\$12.61	-\$0.24
Burke	0.15	no change	2.76	higher	\$2.12	-\$0.05	\$38.49	-\$2.12	\$13.95	-\$0.20
Cabarrus	0.15	higher	2.78	higher	\$2.37	\$1.25	\$42.91	\$13.33	\$15.43	\$4.37

Financial Indicators (cost per mile, hour and passenger) use *Operating Expenses* (administrative and operating) only. Capital expenses are excluded.

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
Caldwell	0.11	lower	2.28	lower	\$2.33	\$0.15	\$47.49	\$5.48	\$20.83	\$4.70
Carteret	0.13	lower	2.46	lower	\$1.92	\$0.52	\$36.39	\$10.33	\$14.81	DE*
Caswell	0.13	lower	3.70	lower	\$1.14	\$0.04	\$31.50	\$0.95	\$8.50	\$0.49
Catawba	0.17	higher	3.02	higher	\$2.31	-\$0.51	\$41.32	-\$2.66	\$13.68	-\$4.92
Chatham	0.17	lower	3.13	lower	\$1.75	-\$0.15	\$31.56	DE*	\$10.09	\$1.01
Cherokee	0.14	higher	2.75	higher	\$1.68	\$0.24	\$32.61	\$4.59	\$11.85	\$1.18
Clay	0.09	lower	2.43	lower	\$1.01	-\$0.10	\$26.56	\$3.48	\$10.92	\$1.51
Cleveland	0.13	no change	2.62	lower	\$1.81	\$0.09	\$36.66	-\$0.27	\$13.97	\$0.56
Columbus	0.07	lower	1.84	lower	\$1.11	\$0.03	\$29.74	\$1.25	\$16.16	\$2.18
Cumberland	0.33	higher	10.96	lower	\$3.61	\$0.19	\$120.15	\$47.18	\$10.97	\$4.77
Dare	0.05	lower	1.14	higher	\$1.45	-\$0.40	\$30.39	\$5.08	\$26.60	\$2.56
Davidson	0.22	lower	2.52	higher	\$2.61	\$0.19	\$30.40	\$8.05	\$12.07	\$2.50
Duplin	0.08	lower	1.99	lower	\$1.04	\$0.07	\$27.61	\$1.57	\$13.88	\$3.06
Durham	0.10	lower	1.99	lower	\$1.99	\$0.18	\$39.06	\$3.86	\$19.62	\$3.94
EBCI	0.15	no change	2.96	higher	\$3.26	-\$0.12	\$63.62	-\$2.44	\$21.48	-\$0.14
Gaston	0.18	lower	2.19	lower	\$1.29	-\$0.41	\$16.01	-\$4.93	\$7.32	\$0.51

* DE - Data error. Data from the prior year is inconsistent with current or historical data or was misreported and could not be used to accurately calculate a change.

Financial Indicators (cost per mile, hour and passenger) use *Operating Expenses* (administrative and operating) only. Capital expenses are excluded.

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
Gates	0.14	higher	3.71	lower	\$0.94	\$0.11	\$25.78	\$1.89	\$6.95	\$0.74
Graham	0.08	no change	2.38	higher	\$1.45	-\$0.13	\$43.92	\$11.74	\$18.39	\$1.85
Greene	0.10	no change	2.84	lower	\$1.56	\$0.26	\$44.23	\$6.14	\$15.60	\$2.53
Guilford	0.12	lower	1.34	lower	\$2.51	\$0.10	\$27.81	\$16.73	\$20.75	-\$2.94
Harnett	0.11	no change	1.76	lower	\$1.11	\$0.03	\$18.05	\$0.23	\$10.28	\$0.45
Haywood	0.16	lower	2.99	higher	\$1.97	-\$0.03	\$37.31	\$4.92	\$12.49	\$0.82
Henderson	0.24	higher	2.17	higher	\$2.50	\$0.13	\$22.77	-\$13.99	\$10.48	-\$0.32
Hoke	0.14	lower	2.41	lower	\$1.66	\$0.09	\$28.27	-\$1.37	\$11.74	\$1.86
Hyde	0.11	lower	3.28	lower	\$1.41	\$0.10	\$42.62	-\$0.12	\$12.98	\$1.77
Iredell	0.14	higher	2.46	higher	\$1.50	\$0.11	\$26.45	\$1.63	\$10.75	-\$0.12
Jackson	0.15	no change	2.67	lower	\$2.43	\$0.04	\$44.53	-\$0.62	\$16.68	\$1.22
Johnston	0.08	higher	1.53	higher	\$1.40	\$0.05	\$28.19	\$2.70	\$18.39	\$0.24
Lee	0.12	lower	2.08	higher	\$1.35	\$0.06	\$22.68	\$3.53	\$10.89	\$1.06
Lenoir	0.15	no change	2.07	lower	\$2.05	-\$0.03	\$29.22	-\$8.46	\$14.11	\$0.04
Macon	0.11	no change	1.80	lower	\$2.32	\$0.25	\$37.03	\$2.03	\$20.60	\$2.05
Madison	0.15	lower	2.63	lower	\$1.89	\$0.13	\$32.53	\$2.07	\$12.38	\$3.73

Financial Indicators (cost per mile, hour and passenger) use *Operating Expenses* (administrative and operating) only. Capital expenses are excluded.

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
Martin	0.15	lower	2.37	lower	\$1.42	-\$0.04	\$22.54	\$4.22	\$9.52	\$0.95
Mecklenburg	0.15	no change	6.72	higher	\$2.35	\$0.02	\$105.58	\$28.57	\$15.70	\$0.35
Mitchell	0.19	lower	3.39	lower	\$1.58	-\$0.04	\$28.64	-\$0.97	\$8.50	\$0.47
Moore	0.08	no change	1.57	lower	\$1.19	\$0.08	\$24.20	-\$0.02	\$15.40	\$1.84
New Hanover	0.09	lower	1.38	lower	\$0.89	-\$0.50	\$12.84	-\$9.72	\$9.34	\$1.23
Onslow	0.10	higher	1.84	lower	\$1.57	\$0.30	\$28.33	-\$2.50	\$15.36	\$1.76
Orange	0.27	higher	3.54	higher	\$2.16	\$0.10	\$28.17	\$0.19	\$7.96	-\$0.20
Person	0.17	no change	2.02	lower	\$1.17	\$0.05	\$14.23	\$0.21	\$7.04	\$0.24
Pitt	0.09	lower	1.51	lower	\$0.45	\$0.16	\$7.71	\$3.21	\$5.10	\$2.46
Polk	0.13	higher	2.25	lower	\$1.40	-\$0.08	\$24.08	-\$7.94	\$10.68	-\$1.16
Richmond	0.15	lower	3.27	higher	\$1.29	-\$0.06	\$28.56	\$8.62	\$8.73	\$0.33
Robeson	0.19	lower	4.48	lower	\$1.83	-\$0.66	\$43.09	-\$14.76	\$9.62	-\$2.71
Rockingham	0.10	lower	1.48	lower	\$1.60	\$0.08	\$22.67	\$1.20	\$15.35	\$2.97
Rowan	0.13	no change	1.97	lower	\$1.86	\$0.21	\$28.64	\$3.36	\$14.51	\$2.14
Rutherford	0.10	lower	1.89	lower	\$1.06	-\$0.11	\$19.99	-\$1.92	\$10.57	\$0.01

Financial Indicators (cost per mile, hour and passenger) use *Operating Expenses* (administrative and operating) only. Capital expenses are excluded.

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
Sampson	0.12	lower	2.60	lower	\$2.30	\$0.77	\$51.77	\$13.00	\$19.92	\$8.48
Scotland	0.19	lower	3.63	lower	\$2.12	-\$0.15	\$40.17	\$5.57	\$11.06	\$3.38
Stanly	0.19	lower	2.31	lower	\$1.77	-\$0.06	\$21.42	-\$5.77	\$9.28	\$0.69
Swain	0.36	no change	3.11	higher	\$1.69	\$0.20	\$14.49	\$2.70	\$4.66	\$0.57
Transylvania	0.13	lower	3.61	higher	\$1.07	\$0.05	\$29.70	\$3.90	\$8.24	\$0.96
Union	0.11	no change	1.86	lower	\$1.62	\$0.20	\$26.60	\$1.99	\$14.30	\$1.65
Wake	0.06	lower	1.39	lower	\$1.70	-\$0.19	\$36.77	\$0.42	\$26.44	DE*
Washington	0.14	higher	2.27	lower	\$1.39	\$0.36	\$23.27	\$3.53	\$10.26	\$1.80
Wayne (GWTB)	0.14	lower	2.31	lower	\$1.83	\$0.34	\$30.78	\$6.71	\$13.34	\$5.00
Wilkes	0.06	lower	1.22	higher	\$1.30	no change	\$24.47	-\$0.06	\$20.03	-\$0.17
Wilson	0.14	lower	2.23	higher	\$0.40	-\$0.05	\$6.10	\$1.08	\$2.74	\$0.40
Yancey	0.22	lower	3.45	lower	\$2.22	-\$0.11	\$34.79	-\$1.68	\$10.08	\$0.79
<i>Averages</i>	0.13	lower	2.36	lower	\$1.69	\$0.04	\$31.71	\$0.18	\$13.42	\$1.65

* DE - Data error. Data from the prior year is inconsistent with current or historical data or was misreported and could not be used to accurately calculate a change.

Financial Indicators (cost per mile, hour and passenger) use *Operating Expenses* (administrative and operating) only. Capital expenses are excluded.

***FY2007 Operating Statistics
Community Transportation
Human Service
Performance Indicators***

<i>Organization</i>	<i>Passengers Per Mile</i>	<i>Change (06-07)</i>	<i>Passengers Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Mile</i>	<i>Change (06-07)</i>	<i>Cost Per Hour</i>	<i>Change (06-07)</i>	<i>Cost Per Passenger</i>	<i>Change (06-07)</i>
Forsyth	0.00		0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Lincoln	0.09	lower	1.67	lower	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
McDowell	0.33	lower	4.81	higher	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Pender	0.07	no change	1.85	higher	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Tyrrell	0.08	lower	1.57	lower	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<i>Averages</i>	0.13		2.52		\$0.00		\$0.00		\$0.00	

Blank information reflects Human Service systems that did not include data.

Financial Indicators (cost per mile, hour and passenger) use Operating Expenses (administrative and operating) only. Capital expenses are excluded.

Operating Performance Indicators

Performance indicators consider only administrative and operating expenses in determining the cost of operating a system and determining performance based on service provided and expenses related to providing that service. Capital costs are excluded from the costs used to determine operational performance.

Noticeable changes in the performance indicators of individual transit systems may occur from year to year for a number of reasons, including:

The multiplier effect of a small positive change in one item in a calculation and a small negative change in the other item in a calculation. For example, a small decrease in passengers transported at the same time a small increase occurs in vehicle miles can result in a more-than-small change in the passengers-per-mile indicator from the previous year. These small fluctuations in operating and financial statistics are common.

Changes in the operating environment or the service characteristics for systems as a whole. The addition of new programs with operating needs different than the normal services can affect performance indicators. Changes in the operating environment, the service area or system assets can affect performance indicators.

Reporting is becoming more standardized as procedures are improved and any misconceptions clarified for the local transportation providers; however, some systems tend to have high fluctuations in the annual statistics due to local reporting procedures, which may still reflect inconsistency in data collection.